

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:	AROPA CARE GROUP LTD	
The provider was registered on:	18/09/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Chestnut Lodge	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	17/08/2020
	Responsible Individual(s)	Paul Hiscock
	Manager(s)	Naomi Dickinson
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Ash Lodge	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	29/01/2021
	Responsible Individual(s)	Paul Hiscock
	Manager(s)	Anneka Coombes
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Birch Lodge	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/09/2019
	Responsible Individual(s)	Paul Hiscock
	Manager(s)	Jayne Price
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Care staff are supported to complete an induction and training programme that enables them to meet the needs of young people. Training and development complies with the statutory requirements in respect of safe working practices. Staff are supported to complete their AWIF and QCF qualifications. Face to face behaviour management training (Studio 3) is given and specific training for each home is identified. Regular Supervisions and Appraisals ensure training and development needs are met.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Aropa Care follows the 'safer recruitment process', ensuring that all new employees are DBS checked and have work history and at least 2 references checked and verified before employment. The interview process ensures that staff have suitable skills, knowledge and experience for the role. Promotion is encouraged within the organisation and staff retention is supported by identifying training needs, regular supervision, open communication and promotion of a positive work environment.

Service Profile

Service Details

Name of Service	Ash Lodge
Telephone Number	01685872448
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	6180

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?	Ash Lodge encourages young people to have their voices heard in all aspects of their care, from initial meetings and transition into the home to long term planning and the achievement of positive outcomes. Our young persons guide outlines the ways in which young people are involved in, and how they will be consulted on the care they receive including safeguarding, the complaints process, who to talk to if they are unhappy, their right to privacy and confidentiality and the role of their key worker. The personal planning process, ensures they are helped to select their ideal outcomes, reflecting their interests, preferences, and aspirations. Regular RI visits, key workers sessions, consultations, house meetings and completion of questionnaires ensure the views, wishes and feelings of young people are recorded and acted upon. Engagement in CLA reviews is encouraged and visits from Social Workers and Independent visitors are welcome at the home.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Ash Lodge provides adequate outside space for its young people to carry out outdoor activities and to relax in. Ash Lodge has a large garden surrounded by featheredged wooden fencing for privacy. The home offers outside seating for relaxing and outdoor equipment for the young people to enjoy when they wish to do so.
Provide details of any other facilities to which the residents have access	Our young people live in a home that meets their needs and supports them to develop independent living skills. Ash Lodge provides a comfortable and homely environment. The home consists of two sides, very similar in layout which are connected to each other by a short hallway with two bedrooms on each side. At times the home has operated as two separate 'areas' to suit the needs of particular young people. The home is situated in a semi-rural location and children can access towns via public transport or the home's transport arrangements. The home contains the necessary utilities and appliances, and children are encouraged to take age-appropriate responsibility for keeping their bedrooms clean, doing their laundry, and helping with household tasks. The house is spacious, and all areas are well maintained and furnished and decorated to a good standard. There is ample space and rooms for children to socialise or spend time on their own if they wish.

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.

<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>Ash Lodge put the young people and their choices at the heart of everything we do. We provide a warm and nurturing environment that allows our young people to flourish to their full potential. Staff have built positive and trusting relationships with the young people which has enabled them to feel comfortable and confident in expressing their views and having their needs met. From initial meetings onwards, young people have been empowered to express their preferences, and have been supported to feel confident that we can accommodate them. Through effective communication, we have engaged with young people to ensure a smooth transition into the home. Young people have been encouraged to take part in monthly key worker sessions, house meetings, "It's my life" sessions, activity planning, menu planning, Quality Assurance and RI visits. They have also been supported to attend CLA reviews and any important meetings that have been held that have or will have a direct impact on their lives. On arrival at Ash Lodge young people are given a copy of the children/young person's guide to the home. The guide gives the young person an easy-to-understand overview of the home and what to expect while they are living with us. The Young Persons Guide outlines the ways in which young people are involved in their care and how they will be consulted on the care they receive in the home, including safeguarding, the complaints process, who to talk if they are unhappy, their right to privacy and confidentiality and the role of their key worker. Our personal planning process, has ensured that each young person has been supported to choose their ideal outcomes, reflecting their interests, preferences, and aspirations. We have encouraged each young person to select short, medium, and long-term outcomes to maximise their inclusion, empowerment, ownership, and self-directed support. Regular RI visits, consultations and key worker sessions within the home have ensured that young people have had their voices heard and their wishes and feelings regarding their care and support have been documented and acted upon. Young people have been asked to complete questionnaires and have been encouraged to take part in individual and group discussions within the home and evidence gained from their participation has been used as the basis for improving standards and outcomes for young people.</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>Ash Lodge provide an environment that supports the health and wellbeing of its young people. Personal Plans and Key Worker sessions are designed to reflect health and wellbeing needs, monitor progress, and identify arrears for improvement. Young People are supported to take responsibility for their own health and to achieve positive outcomes. Emphasis is placed on educating young people on the importance of health, empowering them to look after their personal hygiene, follow a healthy, nutritious diet, follow routines, take exercise, and understand the dangers of drug and alcohol misuse. Young people are supported with their physical and mental health by attending scheduled appointments with Drs, Dentist, and Opticians as well as CAMHS, ensuring their ongoing mental health needs are met. Staff receive training in mental health needs which has provided the knowledge and understanding to support young people who experience difficulties in these areas. Young people are supported to gain an understanding of what it means to be sexually healthy and how this is maintained. Young people are supported to have their intellectual needs met by encouraging participation in education. The team participate in progress meetings and engagement is encouraged by taking an interest in schoolwork and school activities. Young People take part in planned activities that are fun and enhance their confidence and raise self-esteem. Independence is encouraged with living skills such as cooking, budgeting, housekeeping, and shopping being part of the everyday routine of the home. The emotional support our young people is enhanced with engagement in the 'It's My Life' programme. These sessions are a therapeutic based process developed to help young people understand emotions and everyday issues. The home has been committed to reducing behaviour's and follows the safety, stability, repair, and resilience model of support, which is delivered through Studio 3, and supported by a clinical psychologist. This model supports staff to manage behaviours and develop the young people throughout their time at the home. Young people have been encouraged to talk about their behaviour's during debriefs and key worker sessions to understand what they think cause their behaviour's and what they think will help them in the future. They are often able to tell us what support they need, and this has been included in their Behaviour Support and Personal Plans.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Ash Lodge has a clear vision for the safeguarding of young people. Policies and procedures are in place to support staff and young people and the Registered Manager upholds and ensures that all complaints or safeguarding concerns are dealt with swiftly and fairly. Before admission to Ash Lodge young people are assessed through our initial Impact Assessment. This assesses their suitability and supports the risk management processes required to safeguard our young people. The home has a detailed policy on Safeguarding which further supports this. On arrival at the home young people receive a 'Young Persons Guide'. Within the guide there is clear information for the young people regarding safeguarding, the complaints procedure, their rights, and our commitment to them to keep them safe from neglect and abuse. Young people take part in key worker sessions, consultations and house meetings and are encouraged and supported to discuss any concerns they have. These are then recorded and acted upon. Young people are aware of their right to an advocate and are encouraged to complete confidential questionnaires relating to the service they receive. Feedback from the past year has been positive and there have been no complaints raised by the young people at the home. Risk Assessments, Personal Plans and Behaviour Support Plans have been updated in line with regulations to ensure our young people are supported to achieve best outcomes and have a positive and rewarding experience at the home. Incidents are recorded and reported to social workers with debriefs carried out with staff and young people. Care staff have been employed at the home in the past year using our 'safer recruitment process'. This has further endorsed our commitment to ensuring our young people are free from harm and abuse. Staff receive Safeguarding training as part of their induction period and there are clear guidelines of their duty of candour and the expectation to report any concerns to the manager or RI. Staff are encouraged to raise any safeguarding concerns during their monthly supervision. Ash Lodge welcomes independent visitors to the home. During the past year we have had scheduled and unscheduled visits from Social Workers, IROs, PCSOs, CIW and the RI, who takes an active role in safeguarding our young people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Ash Lodge offers an environment with a person-centred approach to help young people regain the balance in their lives. We provide a nurturing environment in which the young people are able to take more control over their own lives. Our home supports young people to achieve their potential with a specific function and clear outcomes. Young people live in a home that meets their needs and supports them to develop independent living skills. Ash Lodge provides a comfortable and homely environment. The home consists of two sides, very similar in layout which are connected by a short hallway with two bedrooms on each side. On arrival at Ash Lodge young people are given a welcome pack and are supported to make to take ownership of their rooms which are furnished to their individual tastes. The privacy and dignity of young people is taken seriously at the home. Staff are not to enter the young people's rooms without knocking the door, or being invited in. Bedrooms are also locked if the young people are away from the home. The home contains the necessary utilities and appliances, and children are encouraged to take age-appropriate responsibility for keeping their bedrooms clean, doing their laundry, and helping with household tasks. The house is spacious, well maintained and furnished and decorated to a good standard. There is ample space and rooms for children to socialise or spend time on their own if they wish. To the rear and outside of the property are enclosed grassed areas. Young people live in a safe environment where risks to their health and safety are identified and managed. Care staff and management complete regular health and safety checks of the environment. Fire safety arrangements are in place with regular servicing and checks being undertaken. The gas heating system and electrical appliances had been serviced as required. Measures are in place to prevent unauthorised access into the building. Environmental checks are undertaken by the manager as part of their monthly quality assurance audits. At Ash Lodge the young people are encouraged and supported to make the home their own. All young people are given a welcome pack and are taken shopping to buy items to personalise their rooms. Young people have been encouraged to personalise their bedrooms to their tastes with their belongings. Young people are offered the use of a private area for key worker sessions and meetings. This ensures confidentiality procedures are adhered to at the home.</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) 15

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	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.	Supervision Appraisals GDPR Stage 2 Risk Assessments	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3

Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 SSSR and Low Arousal (Positive Behaviour Management) EFAW
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.	1 Senior Support Worker per shift Day 1 4.30pm-11pm plus sleep in Day 2 7.30am-5pm Day 3 4.30pm-11pm plus sleep in Day 4 7.20am-5pm Day 5 4.30pm -11pm plus sleep in Day 6 7.30am - 5pm followed by 3 days off
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	2
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	9
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	6
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	0

Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	EFAW Behaviours That Challenge GDPR Prevent Self Harm ACES Keeping Them Safe (CSE) Attachment Social Media Whistleblowing Confidentiality Duty of Candour Dignity in Care
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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.	3 staff per shift Day 1 4.30pm - 11pm plus sleep in Day 2 7.30am- 4.30pm Day 3 4.30pm - 11pm Day 4 7.30am - 4.30pm Day 5 7.30am - 7.30pm Followed by 3 days off
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	9
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Birch Lodge
Telephone Number	01639814544
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	6180

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?	Birch Lodge encourages young people to have their voices heard in all aspects of their care, from initial meetings and transition into the home to long term planning and the achievement of positive outcomes. Our Young Person's guide outlines the ways in which young people are involved in, and how they will be consulted on the care they receive including safeguarding, the complaints process, who to talk if they are unhappy, their right to privacy and confidentiality and the role of their key worker. The personal planning process, ensures they are helped to select their ideal outcomes, reflecting their interests, preferences, and aspirations. Regular RI visits, key workers sessions, consultations, house meetings and completion of questionnaires ensure the views, wishes and feelings of young people are recorded and acted upon. Engagement in CLA reviews is encouraged and visits from Social Workers and Independent visitors are welcome at the home.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Birch Lodge is a detached bungalow set in its own grounds away from the main road. The home offers ample outside space from its young people to relax and carry out activities. The home is surrounded by trees and farmland has a path that leads to mountain and forestry walks. The grounds are kept clean and a maintenance person ensures the garden are kept to a high standard. During the summer months young people enjoy having BBQs using the large inflatable pool and engaging in other outdoor activities.
Provide details of any other facilities to which the residents have access	Birch Lodge is positioned in a semi rural area, with a short walk to the local shops and amenities. The home is also in walking distance of forestry and country walks. The home is a 5 minute drive away from main road links to the beach, leisure centres and the nearest major town which offers the young people a large array of activities and resources. There are a number of schools and training facilities in the wider area and the young people are able to attend youth and sports sessions in the nearby sports and recreation 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	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.

<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>Birch Lodge put the young people and their choices at the heart of everything we do. We provide a warm and nurturing environment that allows our young people to flourish to their full potential. Staff have built positive and trusting relationships with the young people which has enabled them to feel comfortable and confident in expressing their views and having their needs met. From initial meetings onwards, young people have been empowered to express their preferences, and have been supported to feel confident that we can accommodate them. Through effective communication, we have engaged with young people to ensure a smooth transition into the home. Young people have been encouraged to take part in monthly key worker sessions, house meetings, "It's my life" sessions, activity planning, menu planning, Quality Assurance and RI visits. They have also been supported to attend CLA reviews and any important meetings that have been held that have or will have a direct impact on their lives. On arrival at Birch Lodge young people are given a copy of the children/young person's guide to the home. The guide gives the young person an easy-to-understand overview of the home and what to expect while they are living with us. The Young Persons Guide outlines the ways in which young people are involved in their care and how they will be consulted on the care they receive in the home, including safeguarding, the complaints process, who to talk if they are unhappy, their right to privacy and confidentiality and the role of their key worker. Our personal planning process, has ensured that each young person has been supported to choose their ideal outcomes, reflecting their interests, preferences, and aspirations. We have encouraged each young person to select short, medium, and long-term outcomes to maximise their inclusion, empowerment, ownership, and self-directed support. Regular RI visits, consultations and key worker sessions within the home have ensured that young people have had their voices heard and their wishes and feelings regarding their care and support have been documented and acted upon. Young people have been asked to complete questionnaires and have been encouraged to take part in individual and group discussions within the home and evidence gained from their participation has been used as the basis for improving standards and outcomes for young people.</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>Birch Lodge provide an environment that supports the health and wellbeing of its young people. Personal Plans and Key Worker sessions are designed to reflect health and wellbeing needs, monitor progress, and identify arrears for improvement. Young People are supported to take responsibility for their own health and to achieve positive outcomes. Emphasis is placed on educating young people on the importance of health, empowering them to look after their personal hygiene, follow a healthy, nutritious diet, follow routines, take exercise, and understand the dangers of drug and alcohol misuse. Young people are supported with their physical and mental health by attending scheduled appointments with Drs, Dentist, and Opticians as well as CAMHS, ensuring their ongoing mental health needs are met. Staff receive training in mental health needs which has provided the knowledge and understanding to support young people who experience difficulties in these areas. Young people are supported to gain an understanding of what it means to be sexually healthy and how this is maintained. Young people are supported to have their intellectual needs met by encouraging participation in education. The team participate in progress meetings and engagement is encouraged by taking an interest in schoolwork and school activities. Young People take part in planned activities that are fun and enhance their confidence and raise self-esteem. Independence is encouraged with living skills such as cooking, budgeting, housekeeping, and shopping being part of the everyday routine of the home. The emotional support our young people is enhanced with engagement in the 'It's My Life' programme. These sessions are a therapeutic based process developed to help young people understand emotions and everyday issues. The home has been committed to reducing behaviours and follows the safety, stability, repair, and resilience model of support, which is delivered through Studio 3, and supported by a clinical psychologist. This model supports staff to manage behaviours and develop the young people throughout their time at the home. Young people have been encouraged to talk about their behaviour's during debriefs and key worker sessions to understand what they think cause their behaviour's and what they think will help them in the future. They are often able to tell us what support they need, and this has been included in their Behaviours Support and Personal Plans.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Birch Lodge has a clear vision for the safeguarding of young people. Policies and procedures are in place to support staff and young people and the Registered Manager upholds and ensures that all complaints or safeguarding concerns are dealt with swiftly and fairly. Before admission to Birch Lodge young people are assessed through our initial Impact Assessment. This assesses their suitability and supports the risk management processes required to safeguard our young people. The home has a detailed policy on Safeguarding which further supports this. On arrival at the home young people receive a 'Young Persons Guide'. Within the guide there is clear information for the young people regarding safeguarding, the complaints procedure, their rights, and our commitment to them to keep them safe from neglect and abuse. Young people take part in key worker sessions, consultations and house meetings and are encouraged and supported to discuss any concerns they have. These are then recorded and acted upon. Young people are aware of their right to an advocate and are encouraged to complete confidential questionnaires relating to the service they receive. Feedback from the past year has been positive and there have been no complaints raised by the young people at the home. Risk Assessments, Personal Plans and Behaviour Support Plans have been updated in line with regulations to ensure our young people are supported to achieve best outcomes and have a positive and rewarding experience at the home. Incidents are recorded and reported to social workers with debriefs carried out with staff and young people. Care staff have been employed at the home in the past year using our 'safer recruitment process'. This has further endorsed our commitment to ensuring our young people are free from harm and abuse. Staff receive Safeguarding training as part of their induction period and there are clear guidelines of their duty of candour and the expectation to report any concerns to the manager or RI. Staff are encouraged to raise any safeguarding concerns during their monthly supervision. Birch Lodge welcomes independent visitors to the home. During the past year we have had scheduled and unscheduled visits from Social Workers, IROs, PCSOs, CIW and the RI, who takes an active role in safeguarding our young people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Birch Lodge offers an environment with a person-centred approach to help young people regain the balance in their lives. We provide a nurturing environment in which the young people are able to take more control over their own lives. Our home supports young people to achieve their potential with a specific function and clear outcomes. Young people live in a home that meets their needs and supports them to develop independent living skills. Birch Lodge provides a comfortable and homely environment. The home is a detached bungalow set in its own grounds. On arrival at Birch Lodge young people are given a welcome pack and are supported to take ownership of their rooms which are furnished to their individual tastes. The privacy and dignity of young people is taken seriously at the home. Staff are not to enter the young people's rooms without knocking the door, or being invited in. Bedrooms are also locked if the young people are away from the home. The home contains the necessary utilities and appliances, and children are encouraged to take age-appropriate responsibility for keeping their bedrooms clean, doing their laundry, and helping with household tasks. The home is spacious, well maintained and furnished and decorated to a good standard. There is ample space and rooms for children to socialise or spend time on their own if they wish. There is ample outside space for young people to relax and enjoy outdoor activities. Young people live in a safe environment where risks to their health and safety are identified and managed. Care staff and management complete regular health and safety checks of the environment. Fire safety arrangements are in place with regular servicing and checks being undertaken. The gas heating system and electrical appliances had been serviced as required. Measures are in place to prevent unauthorised access into the building, Environmental checks are undertaken by the manager as part of their monthly quality assurance audits. At Birch Lodge the young people are encouraged and supported to make the home their own. All young people are given a welcome pack and are taken shopping to buy items to personalise their rooms. Young people are offered the use of 'the snug' for key worker sessions and meetings. This ensures confidentiality procedures are adhered to at the home.</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)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	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.	Supervision Appraisals Risk Assessments GDPR Stage 2	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	1
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	0
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.	Appraisals Complaint Handling Supervision GDPR Stage 2

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

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

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

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

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	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.	1 Senior Support Worker per shift Day 1 4.30pm-11pm plus sleep in Day 2 7.30am-4.30pm Day 3 4.30pm-11pm plus sleep in Day 4 7.20am-4.30pm Day 5 4.30pm -11pm plus sleep in Day 6 7.30am - 4.30pm followed by 3 days off
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	0
Safeguarding	13

Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	EFAW Behaviours That Challenge GDPR Prevent Self Harm ACES Keeping Them Safe (CSE) Attachment Social Media Whistleblowing Confidentiality Duty of Candour Dignity in Care
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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.	3 staff per shift Day 1 4.30pm - 11pm plus sleep in Day 2 7.30am- 4.30pm Day 3 4.30pm - 11pm Day 4 7.30am - 4.30pm Day 5 7.30am - 7.30pm Followed by 3 days off
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	8
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Chestnut Lodge
Telephone Number	01639287434
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	6180

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?	Chestnut Lodge encourages young people to have their voices heard in all aspects of their care, from initial meetings and transition into the home to long term planning and the achievement of positive outcomes. Our Young Person's guide outlines the ways in which young people are involved in, and how they will be consulted on the care they receive including safeguarding, the complaints process, who to talk to if they are unhappy, their right to privacy and confidentiality and the role of their key worker. The personal planning process, ensures they are helped to select their ideal outcomes, reflecting their interests, preferences, and aspirations. Regular RI visits, key workers sessions, consultations, house meetings and completion of questionnaires ensure the views, wishes and feelings of young people are recorded and acted upon. Engagement in CLA reviews is encouraged and visits from Social Workers and Independent visitors are welcome at the home.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Chestnut Lodge provides its young people with ample outside space where they can enjoy relaxing or taking part in outdoor leisure activities. The home boast two separate outside spaces, one being a large area with astro turf and a pebbled seating area and another smaller area which gives young people more privacy if they so wish. The larger area had goal posts, a basketball hoop and a trampoline and in the summer the young people enjoy using the inflatable pool and taking part in outside games. There is also a picnic bench and a BBQ area. The smaller area issued for young people when they want to have some quiet time or a chat with staff in privacy from the other.
Provide details of any other facilities to which the residents have access	Chestnut Lodge is situated in a semi rural village. The village offers the young people ample leisure facilities via the community centre, youth clubs, a local sports centre and local park and bike track. The village also has local shops, hairdressers, a post office and Drs surgery which the young people have made use of. The nearest town is within driving distance and there are road links to wider facilities' such as the beach, waterfalls, shops, restaurants the city centre. Local schools are also within a short driving distance and public transport links into town are available if required.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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>Chestnut Lodge put the young people and their choices at the heart of everything we do. We provide a warm and nurturing environment that allows our young people to flourish to their full potential. Staff have built positive and trusting relationships with the young people which has enabled them to feel comfortable and confident in expressing their views and having their needs met. From initial meetings onwards, young people have been empowered to express their preferences, and have been supported to feel confident that we can accommodate them. Through effective communication, we have engaged with young people to ensure a smooth transition into the home. Young people have been encouraged to take part in monthly key worker sessions, house meetings, "It's my life" sessions, activity planning, menu planning, Quality Assurance and RI visits. They have also been supported to attend CLA reviews and any important meetings that have been held that have or will have a direct impact on their lives. On arrival at Chestnut Lodge young people are given a copy of the children/young person's guide to the home. The guide gives the young person an easy-to-understand overview of the home and what to expect while they are living with us. The Young Persons Guide outlines the ways in which young people are involved in their care and how they will be consulted on the care they receive in the home, including safeguarding, the complaints process, who to talk if they are unhappy, their right to privacy and confidentiality and the role of their key worker. Our personal planning process, has ensured that each young person has been supported to choose their ideal outcomes, reflecting their interests, preferences, and aspirations. We have encouraged each young person to select short, medium, and long-term outcomes to maximise their inclusion, empowerment, ownership, and self-directed support. Regular RI visits, consultations and key worker sessions within the home have ensured that young people have had their voices heard and their wishes and feelings regarding their care and support have been documented and acted upon. Young people have been asked to complete questionnaires and have been encouraged to take part in individual and group discussions within the home and evidence gained from their participation has been used as the basis for improving standards and outcomes for young people.</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>Chestnut Lodge provide an environment that supports the health and wellbeing of its young people. Personal Plans and Key Worker sessions are designed to reflect health and wellbeing needs, monitor progress, and identify areas for improvement. Young People are supported to take responsibility for their own health and to achieve positive outcomes. Emphasis is placed on educating young people on the importance of health, empowering them to look after their personal hygiene, follow a healthy, nutritious diet, follow routines, take exercise, and understand the dangers of drug and alcohol misuse. Young people are supported with their physical and mental health by attending scheduled appointments with Drs, Dentist, and Opticians as well as CAMHS, ensuring their ongoing mental health needs are met. Staff receive training in mental health needs which has provided the knowledge and understanding to support young people who experience difficulties in these areas. Young people are supported to gain an understanding of what it means to be sexually healthy and how this is maintained. Young people are supported to have their intellectual needs met by encouraging participation in education. The team participate in progress meetings and engagement is encouraged by taking an interest in schoolwork and school activities. Young People take part in planned activities that are fun and enhance their confidence and raise self-esteem. Independence is encouraged with living skills such as cooking, budgeting, housekeeping, and shopping being part of the everyday routine of the home. The emotional support our young people is enhanced with engagement in the 'It's My Life' programme. These sessions are a therapeutic based process developed to help young people understand emotions and everyday issues. The home has been committed to reducing behaviours and follows the safety, stability, repair, and resilience model of support, which is delivered through Studio 3, and supported by a clinical psychologist. This model supports staff to manage behaviours and develop the young people throughout their time at the home. Young people have been encouraged to talk about their behaviour's during debriefs and key worker sessions to understand what they think cause their behaviour's and what they think will help them in the future. They are often able to tell us what support they need, and this has been included in their Behaviours Support and Personal Plans.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Chestnut Lodge has a clear vision for the safeguarding of young people. Policies and procedures are in place to support staff and young people and the Registered Manager upholds and ensure that all complaints or safeguarding concerns are dealt with swiftly and fairly. Before admission to Chestnut Lodge young people are assessed through our initial Impact Assessment. This assesses their suitability and supports the risk management processes required to safeguard our young people. The home has a detailed policy on Safeguarding which further supports this. On arrival at the home young people receive a 'Young Persons Guide'. Within the guide there is clear information for the young people regarding safeguarding, the complaints procedure, their rights, and our commitment to them to keep them safe from neglect and abuse. Young people take part in key worker sessions, consultations and house meetings and are encouraged and supported to discuss any concerns they have. These are then recorded and acted upon. Young people are aware of their right to an advocate and are encouraged to complete confidential questionnaires relating to the service they receive. Feedback from the past year has been positive and there have been no complaints raised by the young people at the home. Risk Assessments, Personal Plans and Behaviour Support Plans have been updated in line with regulations to ensure our young people are supported to achieve best outcomes and have a positive and rewarding experience at the home. Incidents are recorded and reported to social workers with debriefs carried out with staff and young people. Care staff have been employed at the home in the past year using our 'safer recruitment process'. This has further endorsed our commitment to ensuring our young people are free from harm and abuse. Staff receive Safeguarding training as part of their induction period and there are clear guidelines of their duty of candour and the expectation to report any concerns to the manager or RI. Staff are encouraged to raise any safeguarding concerns during their monthly supervision. Chestnut Lodge welcomes independent visitors to the home. During the past year we have had scheduled and unscheduled visits from Social Workers, IROs, PCSOs and the RI, who takes an active role in safeguarding our young people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Chestnut Lodge offers an environment with a person-centred approach to help young people regain the balance in their lives. We provide a nurturing environment in which the young people are able to take more control over their own lives. Our home supports young people to achieve their potential with a specific function and clear outcomes. Young people live in a home that meets their needs and supports them to develop independent living skills. Chestnut Lodge provides a comfortable and homely environment. The home is a detached split-level dwelling with a large garden to the rear of the property. On arrival Chestnut Lodge young people are given a welcome pack and are supported to make to take ownership of their rooms which are furnished to their individual tastes. The privacy and dignity of young people is taken seriously at the home. Staff are not to enter the young people's rooms without knocking the door, or being invited in. Bedrooms are also locked if the young people are away from the home. The home contains the necessary utilities and appliances, and children are encouraged to take age-appropriate responsibility for keeping their bedrooms clean, doing their laundry, and helping with household tasks. The house is spacious, well maintained and furnished and decorated to a good standard. There is ample space and rooms for children to socialise or spend time on their own if they wish. To the rear of the property is a large outdoor space. Young people are offered the use of 'the snug' for key worker sessions and meetings. This ensures confidentiality procedures are adhered to at the home. Young people are offered the use of 'the snug' for key worker sessions and meetings. This ensures confidentiality procedures are adhered to at the home. Young people live in a safe environment where risks to their health and safety are identified and managed. Care staff and management complete regular health and safety checks of the environment. Fire safety arrangements are in place with regular servicing and checks being undertaken. The gas heating system and electrical appliances had been serviced as required. Measures are in place to prevent unauthorised access into the building, Environmental checks are undertaken by the manager as part of their monthly quality assurance audits.</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) 15

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	Supervision Appraisals GPDR Stage 2 Risk Assessments
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	1
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	0
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.	Supervision Appraisal Risk Assessment GDPR Stage 2

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	2
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Other supervisory staff

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

Does your service structure include roles of this type?	No
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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	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.	1 Senior Support Worker per shift Day 1 4.30pm-11pm plus sleep in Day 2 7.30am-4.30pm Day 3 4.30pm-11pm plus sleep in Day 4 7.20am-4.30pm Day 5 4.30pm -11pm plus sleep in Day 6 7.30am - 4.30pm followed by 3 days off
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9

Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 SSSR and Low Arousal (Positive Behaviour Management) EFAW Behaviours That Challenge GDPR Prevent Self Harm ACES Keeping Them Safe (CSE) Attachment Social Media Whistleblowing Confidentiality Duty of Candour Dignity in Care
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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.	3 staff per shift Day 1 4.30pm - 11pm plus sleep in Day 2 7.30am- 4.30pm Day 3 4.30pm - 11pm Day 4 7.30am - 4.30pm Day 5 7.30am - 7.30pm Followed by 3 days off
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	9
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

