

# 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: Blaenau Gwent County Borough Council Adults and Children's Services

The provider was registered on: 17/09/2018

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Owrt Mytton	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/09/2018
Responsible Individual(s)	Alyson Hoskins
Manager(s)	Joanne Hawkins
Maximum number of places	36
Service Conditions	There are no conditions associated to this service
Augusta House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/09/2018
Responsible Individual(s)	Alyson Hoskins
Manager(s)	Helen Beecham
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Blaenau Gwent County Borough Council Homecare	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/09/2018
Responsible Individual(s)	Alyson Hoskins
Manager(s)	Helen Beecham, Donna Mahoney
Partnership Area	Gwent
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

Staff have quarterly supervision / monitoring and an annual appraisal, training and development needs are identified in these sessions. A training matrix is maintained to log what training staff have completed. We work in collaboration with the Workforce Development team to ensure that there are opportunities for staff to attend mandatory and additional training.

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

We held 2 successful recruitment events that enabled us to fill vacancies. This is part of our workforce strategy. Job vacancies are advertised on our Council website. To promote careers in care, a film was commissioned that was shared across social media platforms. There is a low turnover of staff. Staff have excellent terms, conditions and working environments and competitive pay, resulting in good staff retention. We have a post focusing on care staff recruitment.

## Service Profile

### Service Details

Name of Service	Augusta House
Telephone Number	01495305805
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Staff are trained to meet the communication needs of individuals such as BSL etc. IT is utilized where required including language line and other translation options was used for an individual when supporting for example people for whom English is not their first language. As well as formal methods such as Makaton staff utilize gesture, objects of reference and written notes to facilitate communication

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	46
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### Fees Charged

The minimum weekly fee payable during the last financial year?	3108.20
The maximum weekly fee payable during the last financial year?	3108.20

### 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?	Across the service the views of individuals, their families are collected by the use of questionnaires and face to face discussions. The views of other professionals and partners are collected by each registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form). Records of compliments and complaints are also kept on a central register. We have a number of service user and family catch up meetings on both a formal and informal basis including planned social activities.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has plenty of outside space to accommodate guests who are mobile or wheelchair users. There is garden furniture, a garden furniture swing, and a wheelchair swing. In the summer the service provides opportunities for guests to undertake gardening opportunities with flower beds etc. The service is also has a newly developed pond area and also has access to external walkways and is developing a new seating area.
Provide details of any other facilities to which the residents have access	Guests at Augusta have access to a number of daily activities which are IT based. Guests can use ipads and assistive technologies. Guests have access to a the local community though the provision of the service car which is adapted for wheelchairs.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>Our goal is to offer every individual a personalized respite services where every individual has a strong voice, has control, and full involvement in planning for how their care and support needs are met and reviewed. Opportunities are sought in consultation with each individual according to their personal preferences and identified outcomes during their respite stay at Augusta. All of our guests have personal support plans which is co-produced with the individual in collaboration with identified key partners. Partners may include the managers of their respite support workers, the individual's social worker or Community Nurse and the individual's family member or advocate as applicable. The personal plan outlines the person's outcomes and actions required to meet the individual's well-being, care and support needs, and how the individual will be supported to achieve their personal outcomes when they are staying in Augusta. The Care and Support plan or Care and Treatment Plan is provided by the social worker and that outlines the outcomes the individual wants based on a robust 'what matters' conversation. Our Augusta staff will then devise a service specific plan that will identify how the service will meet the individual's outcomes. The service completes questionnaires with guests and their families at the end of their stay</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>Our guests are supported to be as physically, mentally and emotionally healthy as possible. The service strives to support individuals to achieve their outcomes, promote their independence, prepare them for more independent living (when appropriate) and for those who are moving to their later years, support them to live happily with us for as long as possible. Our staff have access to the individual's care and support plans, individual plans and specialist assessments, so are aware of their outcomes for health and wellbeing. Our staff works collaboratively with other agencies to ensure that an individual's needs are met. The service regularly makes referrals for OT, Community LD nurses district nursing, psychology etc for advice and guidance as well as direct interventions</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff employed at the service attend safeguarding training and have been provided with the process to follow if they have safeguarding concerns. The service adheres Blaenau Gwent Saferguarding policy and procedures and the Wales Safeguarding Procedures. Safeguarding concerns are reported to the relevant local authority safeguarding team, and records of all safeguarding referrals and outcomes are maintained at the service office. Safeguarding Referrals are reported in the manager's quarterly reports. Any learning from safeguarding referrals and outcomes are embedded into the day to day practice of the team.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our guests are supported to be as physically, mentally and emotionally healthy as possible. The service strives to support individuals to achieve their outcomes, promote their independence, prepare them for more independent living (when appropriate) and for those who are moving to their later years, support them to live happily with us for as long as possible. Our staff have access to the individual's care and support plans, individual plans and specialist assessments, so are aware of their outcomes for health and wellbeing. Our staff works collaboratively with other agencies to ensure that an individual's needs are met. The service regularly makes referrals for OT, Community LD nurses. Support provided during their stay includes</p> <ul style="list-style-type: none"> <li>• supporting an individual with their medication,</li> <li>• reporting changes in the individual's physical, mental, or emotional</li> <li>• providing, supporting and advising guests on a healthy and balanced diet,</li> <li>• supporting an individual to exercise regularly.</li> <li>• Encouraging guests to participate in activities that promote their wellbeing and make them 'happy' such as watching sports, participating in hobbies, having pampers sessions, meeting up with friends, accessing restaurants etc</li> </ul> <p>Our staff work in partnership with the individual and their representative (if appropriate), and health/mental health professionals when required, and will work towards any health plans that are put in place. Staff support individuals to make decisions about their lives and have control over day-to-day activities and events, including how their care and support is provided. The service supports each individual to maintain their linguistic and cultural identity and religious beliefs</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>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	14
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	13
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	16
Safeguarding	12
Medicine management	16
Dementia	0
Positive Behaviour Management	5
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and 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)	14
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.30am – 3pm and 3pm – 10.30pm plus sleep in shift - 3 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Blaenau Gwent County Borough Council Homecare
Telephone Number	01495357880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Staff are trained to meet the communication needs of individuals such as BSL etc. IT is utilized where required including language line and other translation options was used for an individual when supporting for example people for whom English is not their first language. As well as formal methods such as Makaton staff utilize gesture, objects of reference and written notes to facilitate communication

#### Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	225
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.30
The maximum hourly rate payable during the last financial year?	26.42

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?	Across the service the views of individuals, their families are collected by the use of questionnaires and face to face discussions. The views of other professionals and partners are collected by each registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form). Records of compliments and complaints are also kept on a central register. We have a number of service user and family catch up meetings on both a formal and informal basis including planned social activities.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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



<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>Quarterly reviews are completed by the ILO within the Home Care team and our team leaders within Supported Living teams. Individuals complete a questionnaire within Home care, the results are collated quarterly and then as an annual summary. 62 questionnaires were completed of which 1 said they would not recommend the service. There were ongoing issues being addressed by the multi-disciplinary team to support this individual. The overwhelming number of questionnaire responses individuals were Very Happy or Happy in all areas. 1 respondent was unhappy with the way office staff deal with queries and 1 was unhappy with how office staff communicate with them. Individuals using the services provided by Home Care can be confident that their voices are heard, they have choice about their care and support, and opportunities are made available to them. Across Supported Living services tenants participate in their care and support planning which focusses on what matters to them and developing opportunities to meet personal outcomes. This includes being supported to access community activities, social activities, hobbies and holidays. Both services are performing well when measured against its key performance measures.</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>Individuals accessing the service can be assured that carers will be attentive to any changes in health or wellbeing. Individuals can be assured that the service will make referrals to other agencies that can support in achieve good health and their wellbeing outcomes. The service will work collaboratively with other agencies wherever necessary and frequently make referrals to OT / nurses and liaise with GP's.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is committed to ensuring that all individuals living in or using Home Care / DASH and supported living arrangements are safe and protected from abuse and neglect. Where safeguarding issues are identified the service will learn and adapt its ways of working to prevent future incidents and to learn from any incidents that do occur. All staff have extensive training in relation to safeguarding, staff are encouraged to report any concerns and any learning from safeguarding incidents are embedded into day to day practice.</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>81</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>
	<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>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>2</p>

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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	7

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	0
Manual Handling	7
Safeguarding	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0

#### Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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#### Other 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	119
No. of posts vacant	2

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

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

Induction	14
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	43
Safeguarding	20
Dementia	17
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine management 58 Infection prevention 8 First aid 10 Palliative care 3 Plans and outcomes 1 Mental capacity act 4

#### Contractual Arrangements

No. of permanent staff	119
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	9

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	119
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	116
No. of staff working towards the required/recommended qualification	3

#### 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.	Duty Planner 6

#### Filled and vacant posts

No. of staff in post	5
No. of posts vacant	5

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	4
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	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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

### Service Profile

#### Service Details

Name of Service	Cwrt Mytton
Telephone Number	01495217736
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Staff are trained to meet the communication needs of individuals such as BSL etc. IT is utilized where required including language line and other translation options was used for an individual when supporting for example people for whom English is not their first language. As well as formal methods such as Makaton staff utilize gesture, objects of reference and written notes to facilitate communication

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	49
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### Fees Charged

The minimum weekly fee payable during the last financial year?	913
The maximum weekly fee payable during the last financial year?	913

### 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?	Across the service the views of individuals, their families are collected by the use of questionnaires and face to face discussions. The views of other professionals and partners are collected by each registered manager and comments are logged and included in the monthly reports that they complete. Feedback is also given during the formal reviewing process conducted by social workers. RI conducts quarterly visits and meets individuals and asks their views (captured in Reg 73 visit form). Records of compliments and complaints are also kept on a central register. We have a number of service user and family catch up meetings on both a formal and informal basis including planned social activities.

### Service Environment

How many bedrooms at the service are single rooms?	35
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	32
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	7
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The Service has 2 internal courtyards which are accessible and safe for all residents. There is garden furniture, raised planters and storage sheds within the courtyards.
Provide details of any other facilities to which the residents have access	Residents have access to a residents bar with pool table and other activities, It has hairdressers with a visiting hairdresser. The home provides a range of activities within the facility including a range of assistive technologies and reminiscence areas. The care home has regular external visitors who add to the range of facilities including visiting musicians, singers and entertainers. We have visiting retail outlets.

### Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Quarterly reviews are completed by the Team leaders. Annual surveys are completed by residents/Families. Families attend a nnuual reviews, and they are encouraged to advocate on their loved one's care. Ongoing informal discussions take place with families throughout their time at the home. Resident's meetings take place whereby residents & staff discuss opportunities available to them. Individuals are encouraged to pursue hobbies and interests. Individuals with no or little family involvement are supported by independent advocates to ensure they have a voice and choice in relation to what matters to them
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.	Residents can be assured that carers will be attentive to any changes in health or wellbeing. Individuals can be assured that the service will make referrals to other agencies that can support in achieve good health and their wellbeing outcomes. The service will work collaboratively with other agencies wherever necessary and frequently make referrals to OT / nurses and liaise with GP's.
The extent to which people feel safe and protected from abuse and neglect.	Residents can be assured that they are safeguarded from harm. There are systems in place to record accidents and incidents. Risks to people are assessed and their safety managed and monitored so they are supported to stay safe, and their freedom respected. Staff are familiar with the types and indicators of abuse and what action they would take. A safeguarding policy is in place, which is kept under regular review and refers to current best practice and guidance.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All referrals to the home is assessed by the manager or nominated individual to determine eligibility and whether the service can meet the resident's needs. As part of that assessment, we ensure we are able to provide the support the resident needs to meet their expectations The resident is at the centre of the decision making process. The service supports each individual to maintain their linguistic and cultural identity and religious beliefs.

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)	55
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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>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes



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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
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)	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?	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	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and 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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
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.	4pm -10:30pm- 3 x afternoons per week and every other weekend working. 1 staff per shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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>	
<p>Filled and vacant posts</p>	
No. of staff in post	41
No. of posts vacant	6
<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	4
Health & Safety	19
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	14
Safeguarding	5
Medicine management	47
Dementia	4
Positive Behaviour Management	18
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	41
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	4
<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)	0
No. of part-time staff (17-34 hours per week)	41
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
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.	7:30-3pm / 3pm-10:30pm - 7.5 staff per shift 10.30 pm to 7.30am - 5 staff per shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	39

No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	0
Safeguarding	8
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	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)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	1
<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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	Admin 1

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0
No. of staff working toward required/recommended qualification	0