

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:	Ceredigion County Council Adults and Children's Services
The provider was registered on:	19/02/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Targeted Care and Enablement	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/02/2019
	Responsible Individual(s)	Nerys Lewis
	Manager(s)	Margaretta James
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Yr Hafod Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/02/2019
	Responsible Individual(s)	Nerys Lewis
	Manager(s)	Dawn Evans
	Maximum number of places	28
Service Conditions	There are no conditions associated to this service	
Mn y Mbr Residential Care Home		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	19/02/2019	
Responsible Individual(s)	Nerys Lewis	
Manager(s)	Chloe-Louise Williams-Lawless	
Maximum number of places	28	
Service Conditions	There are no conditions associated to this service	
Hafan Deg Residential Care Home		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	20/02/2019	
Responsible Individual(s)	Nerys Lewis	
Manager(s)	Rachael Jones	
Maximum number of places	20	
Service Conditions	There are no conditions associated to this service	

Bryntirion Resource Centre	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2019
Responsible Individual(s)	Nerys Lewis
Manager(s)	Jennifer Daniels
Maximum number of places	15
Service Conditions	There are no conditions associated to this service
Tregarddan Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2019
Responsible Individual(s)	Nerys Lewis
Manager(s)	Jessica dANIELS
Maximum number of places	28
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	<p>The L&D Team distribute an annual Training Needs Analysis (TNA) form to all services and asks to identify their training needs & priorities for the coming year.</p> <p>The results from the TNA forms and TNA meetings are collated, prioritised and relevant resource and SCWWDP budget is allocated. Events are then organised and scheduled and promoted via our intranet system for internal staff.</p> <p>Staff training needs are also reviewed as part of the Annual Appraisal and 6 weekly Supervision.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment is a high priority for the Council and the current tight recruitment market is of concern and has led to recruitment being on the Corporate risk register. This means additional resources have been used to prioritise recruitment and retention of staff. Support for staff includes access to professional development opportunities and wellbeing support through our free counselling service and the provision of drop in sessions with our Employee Health and Wellbeing Officer.</p>

Service Profile

Service Details

Name of Service	Bryntirion Resource Centre
Telephone Number	01974298289
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	27
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Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support for any element of the service. These include the following; <ul style="list-style-type: none"> - Resident's meetings - At least twice yearly questionnaires as part of capturing views for the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern along with how to make a complaint.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	All residents have access to a safe area surrounding the care home. There is a patio area with a large substantial garden offering residents opportunities to enjoy horticultural opportunities. Additionally there is garden room accessible to all residents and visitors.
Provide details of any other facilities to which the residents have access	The residents have access to the wider community of Tregaron, including local shops, religious settings and the weekly agricultural livestock market.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The Active Offer is available to all residents and their families, and they can choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English. At Bryntirion we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and tailored to each person's individual needs and preferences. We strive to ensure that we capture the residents voice, preferences, and views on a wide range of aspects relating to their day to day, physical and mental wellbeing along with their care and support need. "Signs of Safety," which is strength-based model is used to help professionals build strong relationships with individuals and families so that staff can focus on 'what works' in any given situation. Regular updates and review of care and support plans take place, and we encourage the residents to be actively involved. Residents can also request a family member or friend to join them in the review if they wish. One-page profiles are being implemented for all residents highlighting their likes, dislikes, and what matters to them. This simple profile summarises what is important to an individual and explains how they want to be supported. Residents can use the one-page profile to record how they would like to be helped and identify if they need additional care or support. At Bryntirion we strive to work with residents and families to complete "My life work" and we will continue to develop these for all residents. Following the Advanced Care Planning (ACP) training, staff are able to engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to them. Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activities, trips and changes to the environment. On a quarterly basis the Responsible Individual carry's out their visit and will speak to a range of residents, families, staff and professionals along with twice yearly questionnaire is shared with residents, families, staff, and professionals.

<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>We have an accessible and good working relationship with Salop House Surgery, Tregaron, who provide virtual consultations, visits to the home and vaccination programme for influenza and COVID-19 along with regular medication reviews. All residents have had the opportunity to receive their COVID-19 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, Lampeter.</p> <p>A number of Specialist Health Support services and teams are involved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education, and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietitian specialist staff).</p> <p>All residents are registered with a community dentist and opticians, and repairs to hearing aids, glasses and dentures are easily accessible via postal services.</p> <p>As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments, fire and any other regulatory aspects of the living and working environment of the home.</p> <p>The home continues to uphold and promote a feeling of community with regular interactions with a range of groups from within the community e.g., visits by school children, Tregaron Family Centre and local faith groups.</p> <p>As part of regular activities, the residents enjoy reminiscence, singing a long's, reading, playing Bingo, painting, jigsaws, growing home grown produce and competing in local agricultural shows. The residents enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwynwen, Valentine's Day, Easter and Christmas Celebrations to arranging and holding their own Remembrance Service at the home. Often you will see the whole home, residents and staff dressed up and enjoying their cultural heritage.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a three yearly basis.</p> <p>Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires all registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes.</p> <p>All staff complete an Annual Appraisal and receive six weekly supervisions with their line Manager.</p> <p>There is a corporate induction process in place with role specific induction and competencies required to be completed for each role within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.</p> <p>This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes to raise a compliment, complaint or concern.</p> <p>The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failings in a system, policy or practice so that we can address them to prevent them from happening again or escalating.</p> <p>Residents are provided with a Welcome Packs on admission and are given details on how they or their family members/friends can raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what services are available and to satisfy themselves that their loved ones would be happy within the environment being offered.</p> <p>Our Infection, Prevention and Controls (IP&C) protocol provides a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools and resources for implementing increased measure if required.</p> <p>Keeping our residents safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they assist us to review and learn, enabling us to improve.</p>

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

The home is set within the Market Town of Tregaron and offers access to a range of shops, hairdressers, cafes, bowls club and a range of religious and cultural opportunities.

There are a number of areas within the home where residents can spend time socialising together (2 lounges) or quieter space where they can spend time doing the things that are important for them.

All the bedrooms are single occupancy, except for one bedroom that provides an opportunity for spouses or siblings to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including photos that can be fitted on the walls.

There is a nurse call system in place, with the ability to add individualised sensors where the needs arise. Alongside this is a range of equipment including hoists, steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is used as and when required to support with the individualised needs of the resident.

Training is delivered by our in-house Health and Safety Team and allows the staff to learn and develop alongside colleagues in a safe learning environment.

The home uses a range of technology resources including Magic Carpet, Rita System and a range of sensory items.

Gardening is very important to a number of our residents and the external space provides an area for a range of gardening opportunities from growing vegetables, fruits and flowers. Alongside this is the opportunity for residents to enjoy the open space, where many enjoy being able to walk outside maintaining and encompassing their wellbeing.

A small number of residents regularly enjoy visiting the livestock market which takes place on a weekly basis at Tregaron. Currently there is significant capital investment taking place at Bryntirion, this includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. The capital work will be completed in a phased approach to take into account the safety and wellbeing of our service users.

Person centred care recognises that life extends beyond the care home and engagement within the community is beneficial. Community access and involvement has increased allowing residents a sense of belonging in the local community.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18
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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
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 - Health and Social Care Management Level 4 - Step up to Management Level 3 - Health and Social Care (Adults) Level 2 - Developmental Care Sign Along Level 2 Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
Contractual Arrangements	
No. of permanent staff	0
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)	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	0
No. of posts vacant	1

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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
<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	2
No. of posts vacant	4
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>2 x All Wales Induction Framework 2 x QCF Level 3 Dementia 1 x Level 4 Step up to Management 1 x Level 3 Health and Social Care Advanced Medication Administration training All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 Senior member of staff per shift 2 x 9pm - 8pm 3 x 8am - 2.30pm 2 x 2.30pm - 9pm Rolling 6 week rota.
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	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	19
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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	13
Dementia	19
Positive Behaviour Management	17
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	10 x QCF Level 3 Health and Social Care Wales 13 x QCF Level 2 Health and Social Care Wales (a additional 1 member of staff currently completing qualification) 18 x All Wales Induction Framework / Social Care Wales Induction Framework 2 x QCF Level 3 Dementia Advanced Medication Administration training All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	15
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
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)	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.	2 x 9pm - 8am (1 Level 3 & 1 Level 2) 3 x 8am - 2.30pm (1 Level 3 & 2 Level 2) 2 x 2.30pm - 9pm (1 Level 3 & 1 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	1

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Allergens Level 2 -Virus Awareness All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Groundsperson - maintaining the external environment of the home.
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	Training is modified to the learning style of the employee.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Hafan Deg Residential Care Home
Telephone Number	01570422565
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
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Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support or any element of the service. These include the following; <ul style="list-style-type: none"> - Resident's meetings - At least twice yearly questionnaires as part of capturing views for the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern along with how to make a complaint.

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	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	Hafan Deg has extensive refurbishment work on-going and the outside space has been required to temporarily be re-located in this period.
Provide details of any other facilities to which the residents have access	The residents have access to a Garden room and are able if they wish to access the wider community. Lampeter town offers a range of shops, cafes, places of worship, hairdressers and wellbeing facilities.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The Active Offer is available to all residents and their families, and they can choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English. At Hafan Deg we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and tailored to each person's individual needs and preference.

We strive to ensure that we capture the residents voice and views on a wide range of aspects relating to their day to day, physical and mental wellbeing along with their care and support needs.

"Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation.

Regular updates and review of care and support plans take place, and we encourage the residents to be actively involved. Residents can also request a family member or friend to join them in the review if they wish.

One-page profiles are being implemented for all residents highlighting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explains how they want to be supported. Residents can use the one-page profile to record how they would like to be helped and identify if they need additional care or support. At Hafan Deg we strive to work with residents and families to complete "My life work" and we will continue to develop these for all residents.

Following the Advanced Care Planning (ACP) training, staff engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to them.

Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activities, trips and changes to the environment.

On a quarterly basis the Responsible Individual (RI) carries out their visit and will speak to a range of residents, families, staff and professionals. Along with twice yearly a questionnaire is shared with residents, families, staff and professionals.

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

We have an accessible and good working relationship with Bro Pedr Medical Practice, who provide virtual consultations, visits to the home, designated telephone line for care homes, vaccination programme for influenza and COVID-19 along with regular medication reviews.

All residents have had the opportunity to receive their COVID-19 and Influenza vaccines in the comfort of their own home.

Prescriptions are delivered to the home by Adrian Thomas Pharmacy, Lampeter.

A number of Specialist Health Support services and teams are involved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist staff).

All residents are registered with a community dentist and opticians, and repairs to hearing aids, glasses and dentures are easily accessible via postal services.

As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments, fire and any other regulatory aspects of the living and working environment of the home.

The home continues to uphold and promote a feeling of community with regular interactions with a range of groups from within the community e.g., religious services take place regularly within the home and visits by school children.

As part of regular activities, the residents enjoy mathematical games, reminiscence, sing a long's, writing letters to distant friends, playing Bingo, painting, jigsaws, growing home grown produce and making their own Cawl.

The residents enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwywen, Valentine's Day, Easter and Christmas Celebrations to arranging and holding their own Remembrance Service at the home. Often you will see the whole home, residents and staff dressed up and enjoying their cultural heritage.

Residents are encouraged to maintain their community connections, and will often be seen in the town of Lampeter shopping, having their hair done, going out for a meal or even for a drink in their local pub.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis.</p> <p>Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires all registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes.</p> <p>All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager.</p> <p>There is a corporate induction process in place with role specific induction and competencies required to be completed for each role within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.</p> <p>This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes to raise a compliment, complaint or concern.</p> <p>The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failings in a system, policy or practice so that we can address them to prevent them from happening again or escalating.</p> <p>Residents are provided with a Welcome Pack on admission and are given details on how they or their family members/friends can raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what services are available and to satisfy themselves that their loved ones would be happy within the environment being offered.</p> <p>Our Infection, Prevention and Controls (IP&C) protocol provides a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools and resources for implementing increased measure if required.</p> <p>Keeping our residents safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they help us to learn, enabling us to improve.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is set within the Market Town of Lampeter and offers access to a range of shops, library, hairdressers, cafes, cultural and entertainment including a newly opened Wellbeing Hub.</p> <p>There are a number of areas within the home where residents can spend time socialising together (2 lounges and a conservatory) or quieter spaces where they can spend time doing the things that are important for them.</p> <p>All the bedrooms are single occupancy with some offering en-suites, with all equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including photos that can be fitted on the walls.</p> <p>There is a nurse call system in place, with the ability to add individualised sensors where the needs arise. Alongside this is a range of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is used as and when required to support with the individual needs of the resident.</p> <p>Training is delivered by our in-house Health and Safety Team and allows the staff to learn and develop alongside colleagues in a safe learning environment.</p> <p>The home uses a range of technology resources including Magic Carpet, Rita System and a range of sensory items.</p> <p>Gardening is very important to a number of our residents, and we are currently developing our garden to provide a safer and more accessible environment, supporting the resident's ability to spend time in the open air.</p> <p>Currently there is significant capital investment taking place at Hafan Deg including an evidenced based area to support individuals living with dementia, along with significant upgrading for the main care home itself. This includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. Alongside this is a secure garden being available 24/7. The capital work will be completed in a phased approach to take into account the safety and wellbeing of our service users.</p> <p>Person centred care recognises that life extends beyond the care home and engagement within the community is beneficial. Community access and involvement has increased allowing residents a sense of belonging in the local community.</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) 16

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 - Diploma in Leadership for Health and Social Care Services (Adults Residential Management) QCF Level 5 - Diploma in Leadership for Health and Social Care Services (Adults Advanced Practice) PG-Certificate - Person Centred Dementia Care. Advanced Medication Administration training All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.	
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	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 - Health and Social Care Management (Adult Residential) Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>

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	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5

Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All Wales Induction Framework / Social Care Wales Induction Framework QCF Level 2 - Health and Social Care 4 x Level 3 - Health and Social Care Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
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
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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	3

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

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

Induction	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	15
Dementia	17
Positive Behaviour Management	14
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>13 x QCF Level 2 Health and Social Care Wales (a additional 4 working towards their qualification) 5 x QCF Level 3 Health and Social Care Wales 16 x All Wales Induction Framework / Social Care Wales Induction Framework (additional 1 working to wards completion) 1 x QCF Level 3 Dementia Advanced Medication Administration training</p> <p>All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.</p>

Contractual Arrangements

No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3

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)	14
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.	<p>2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) 6 week rolling rota.</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	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>	
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
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.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Allergens level 2 -Virus Awareness All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.

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

Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Other types of staff

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

Service Details

Name of Service	Min y Mor Residential Care Home
Telephone Number	01545570514
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support of any element of the service. These include the following; <ul style="list-style-type: none"> - Resident's meetings - At least twice yearly questionnaires as part of capturing views for the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern along with how to make a complaint.

Service Environment

How many bedrooms at the service are single rooms?	28
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?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are a number of areas that residents can access to enjoy the outside space. The home offers a beautiful scenic view of Car digan bay. There is also a glass house an opportunities for horticultural activities.

Provide details of any other facilities to which the residents have access	The residents have access to the local town, seaside, shops and places of worship. Aberaeron primary school is located next to the residential care home, and intergenerational opportunities are always available.
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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>The Active Offer is available to all residents and their families can choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English. At Min y Mor we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and tailored to each person's individual needs and preference.</p> <p>We strive to ensure that we capture the residents voice and views on a wide range of aspects relating to their day to day, physical and mental wellbeing along with their care and support needs.</p> <p>"Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation. Regular updates and review of care and support plans take place and we encourage the residents to be actively involved in. Residents can also request a family member or friend to join them in the review if they wish.</p> <p>One-page profiles are being implemented for all residents highlighting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explains how they want to be supported. Residents can use the one-page profile to record how they would like to be helped and identify if they need additional care or support. At Min y Mor we strive to work with residents and families to complete "My life work" and we will continue to develop these for all residents.</p> <p>Following the Advanced Care Planning (ACP) training, staff are able to engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to them.</p> <p>Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activities, trips and changes to the environment.</p> <p>On a quarterly basis the Responsible Individual carry's out their visit and will speak to a range of residents, families, staff and professionals. Along with twice yearly a questionnaire is shared with residents, families, staff and professionals.</p>
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<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>We have an accessible and good working relationship with Tan yfron Surgery, Aberaeron who provide virtual consultations, visits to the home and vaccination programme for influenza and COVID-19 along with regular medication reviews.</p> <p>All residents have had the opportunity to receive their COVID-19 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, Aberaeron.</p> <p>A number of Specialist Health Support services and teams are involved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist staff).</p> <p>All residents are registered with a community dentist and opticians, and repairs to hearing aids, glasses and dentures are easily accessible via postal services.</p> <p>As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments, fire and any other regulatory aspects of the living and working environment of the home.</p> <p>The home continues to uphold and promote a feeling of community with regular interactions with a range of groups from within the community e.g., visits by school children from Aberaeron Primary School and local faith groups.</p> <p>As part of regular activities, the residents enjoy reminiscence, singing a long's, reading, playing Bingo, painting, jigsaws, growing home produce and trips out on the bus.</p> <p>The residents enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwynwen, Valentine's Day, Easter and Christmas Celebrations to arranging and holding their own Remembrance Service at the home. Often you will see the whole home, residents and staff dressed up and enjoying their cultural heritage.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis.</p> <p>Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires all registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes etc.</p> <p>All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager.</p> <p>There is a corporate induction process in place with role specific induction and competencies required to be completed for each role within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.</p> <p>This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes to raise a compliment, complaint or concern.</p> <p>The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failings in a system, policy or practice so that we can address them to prevent them from happening again or escalating.</p> <p>Residents are provided with a Welcome Pack on admission and are given details on how they or their family members/friends can raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what services are available and to satisfy themselves that their loved ones would be happy within the environment being offered.</p> <p>Our Infection, Prevention and Controls (IP&C) protocol provides a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools and resources for implementing increased measure if required.</p> <p>Keeping our residents safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they assist us to review and learn, enabling us to improve.</p>

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

The home is set within the Town of Aberaeron and offers access to a range of shops, hairdressers, cafes, bowls club and a range of religious and cultural opportunities.

There are a number of areas within the home where residents can spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important for them (including a small conservatory)

All the bedrooms are single occupancy, except for one bedroom that provides an opportunity for a husband and wife or siblings to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including photos that can be fitted on the walls.

There is a nurse call system in place, with the ability to add individualised sensors where the needs arise. Alongside this is a range of equipment including hoists, steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is utilised as and when required to support with the individual needs of the resident.

Training is delivered by our in-house Health and Safety Team and allows the staff to learn and develop alongside colleagues in a safe learning environment.

Currently there is significant capital investment taking place at Min y Môr, this includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. The capital work will be completed in a phased approach to take into account the safety and wellbeing of our service users.

The residents enjoy being able to sit outside in the garden area, and will enjoy barbeques in the summer. Alongside this is the opportunity for residents to enjoy the open space, where a number enjoy being able to walk outside maintaining and encompassing their wellbeing.

Person centred care recognises that life extends beyond the care home and engagement within the community is beneficial. Community access and involvement has increased allowing residents a sense of belonging in the local community.

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)	22
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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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 - Diploma in Leadership for Health and Social Care Services (Adults Residential Management Wales & NI)</p> <p>QCF Level 3 Health and Social Care Wales</p> <p>All Wales Induction Framework</p> <p>Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 - Advanced Practitioner in Social Care QCF Level 5 - Children and Younger Adults QCF Level 3 Health and Social Care Wales Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
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
<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	4
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>1 x QCF Level 5 Diploma in Leadership for Health and Social Care Service 1 x QCF Level 5 Health and Social Care Wales Management (Adults) 4 x QCF Level 3 Health and Social Care Wales 4 x All Wales Induction Framework / Social Care Wales Induction Framework (included is 1 member of staff currently completing the qualification) Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6

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)	4
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 x 9pm - 8am (1 Level 3 & 2 Level 2) 6 x 8am - 2.30pm (1 Level 3 & 5 Level 2) 5 x 2.30pm - 9pm (1 Level 3 & 4 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	19
No. of posts vacant	6
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	19
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	9
Dementia	14
Positive Behaviour Management	12
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 x QCF Level 3 Health and Social Care Wales (an additional 2 are working towards the level 3) 9 x QCF Level 2 Health and Social Care Wales (an additional 1 are working towards the level 2) 19 x All Wales Induction Framework / Social Care Wales Induction Framework Advanced Medication Administration training All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.

Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
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)	15
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.	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 6 x 8am - 2.30pm (1 Level 3 & 5 Level 2) 5 x 2.30pm - 9pm (1 Level 3 & 4 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	1
Safeguarding	3
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.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.		-Allergens Level 2 -Virus Awareness
All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.		
Contractual Arrangements		
No. of permanent staff	4	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	3	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	4	
No. of staff working toward required/recommended qualification	0	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Targeted Care and Enablement
Telephone Number	01545574092
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	243
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.21
The maximum hourly rate payable during the last financial year?	22.21

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?	<ul style="list-style-type: none"> - Feedback questionnaires are provided at the end of the service provision and this information is fed into the Quality of Care report (6 monthly) - Team Leaders visit service users regularly to review the Quality of the care provided by staff. - Responsible Individual speaks to a selection of service users and family members on a quarterly basis. -All residents are made aware of how they can raise a concern along with how to make a complaint.

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>The Active Offer is available to all service users and their families, and they can to choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English</p> <p>Currently approximately 82% of the team are bilingual and many staff members are attending Welsh lessons at present to increase this figure which will aid service users and their families further to use their language of choice daily.</p> <p>Regular updates and review of care and support plans take place and we encourage the Service users to be actively involved and can also request a family member or a friend to join them in the review if they wish.</p> <p>Regular updates and review of goals set with service users, and their family are encouraged to be actively involved enabling service users to make choices and express their views, and encouraged to raise concerns or complaint.</p> <p>On a quarterly basis the Responsible Individual carry's out their visit and will speak to a range of service users, families and staff.</p> <p>Service users and their family members have an opportunity to complete a questionnaire at the end of our intervention to provide feedback on the service they have been provided. This is an area of work we are currently reviewing with the aim of making improvements to the way we engage over the next 12 months.</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>We have an accessible and good working relationship with colleagues from across Health and Social Care.</p> <p>A number of Specialist Health Support services and teams are involved in providing and supporting our service users in maintaining good health and wellbeing.</p> <p>Alongside their support the teams will always be there to offer guidance, support, education and training to staff enabling staff to use preventative measures that support our residents in improving their overall wellbeing.</p> <p>These teams include the Ot, Physios, who provide advice and support with community equipment and Aids to maintain independence as well as Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist teams.</p> <p>As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments and any other regulatory aspects of working in the community.</p> <p>Weekly Multi-Disciplinary Team (MDT) meetings take place including colleagues from Health, this provides opportunity to problem share and explore integrated approaches in meeting the individual care and support needs of the service users. The focus of our interventions is to maximise on the service user's potential to become independent and maintain their health and wellbeing.</p>

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

All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis
 All existing staff are registered with Social Care Wales, and new staff have either completed their Awif or are in the process. All staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes.
 All staff complete an Annual Appraisal and receive 12 weekly supervisions with their line Manager.
 There is a corporate induction process in place with role specific induction and competencies required to be completed for each role Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.
 This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App.
 Service Users are provided with an information pack which gives details on how they or their family members/friends are able to raise an issue. Review of individual packages is undertaken by the allocated Social Worker at week 1 and 3 and at the end of our intervention which is usually week 6, if there are no ongoing long-term care and support identified.
 Our Infection, Prevention and Controls protocol provides a mechanism for supporting and providing the necessary resources for providing care and support in the community
 Keeping our service safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they assist us to review and learn, enabling us to improve.

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)	38
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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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM - Level Leadership and Management Vanguard training QCF Level 5

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?	No
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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	4
No. of posts vacant	1

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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?	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	33
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	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Manual Handling	33
Safeguarding	33
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Wales Induction Framework (AWIF) QCF Level 2 Staff are also provided training linked to the care and support needs of the service users as and when required.
Contractual Arrangements	
No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	30
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	31
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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2 x Team Leaders (Registered with Social Care Wales) Service coordination and business support.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 2 & 5
Contractual Arrangements	
No. of permanent staff	1
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Tregerddan Residential Care Home
Telephone Number	01970828657
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support or any element of the service. These include the following;</p> <ul style="list-style-type: none"> - Resident's meetings - At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern along with how to make a complaint.

Service Environment

How many bedrooms at the service are single rooms?	28
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?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There are a number of areas that residents can access to enjoy the outside space. The home offers a beautiful scenic view towards Clarach, whilst bordering with the beautiful fields of Gogerddan. A recent addition which is popular with our train enthusiasts is the newly established Train Station which can be seen from the external areas of the home.
Provide details of any other facilities to which the residents have access	Cartref Tregerddan is suitably situated in the village of Bow Street, with residents having access to a range of convenience shops, places of worship and public transport (bus and train station) links. Aberystwyth town is only a short distance away and hosts a General Hospital, National Library of Wales along with a cinema, theatre and library.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The Active Offer is available to all residents and their families, and they can choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English. At Tregerddan we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and tailored to each person's individual needs and preference.

We strive to ensure that we capture the residents voice and views on a wide range of aspects relating to their day to day, physical and mental wellbeing along with their care and support needs.

"Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation.

Regular updates and review of care and support plans take place and we encourage the residents to be actively involved. Residents can also request a family member or friend to join them in the review if they wish.

One-page profiles are being implemented for all residents highlighting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explains how they want to be supported. Residents can use the one-page profile to record how they would like to be helped and identify if they need additional care or support. At Tregerddan we strive to work with residents and families to complete "My life work" and we will continue to develop these for all residents.

Following the Advanced Care Planning (ACP) training, staff can engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to them.

Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activities, trips and changes to the environment.

On a quarterly basis the Responsible Individual carries out their visit and will speak to a range of residents, families, staff and professionals. Along with twice yearly a questionnaire is shared with residents, families, staff and professionals

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

We have an accessible and good working relationship with a range of general practices in the Aberystwyth area. They all provide virtual consultations, visits to the home and vaccination programme for influenza and COVID-19 along with regular medication reviews.

All residents have had the opportunity to receive their COVID-19 and Influenza vaccines in the comfort of their own home.

Prescriptions are delivered to the home by Boots Pharmacy, Aberystwyth.

A number of Specialist Health Support services and teams are involved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist staff).

All residents are registered with a community dentist and opticians, and repairs to hearing aids, glasses and dentures are easily accessible via postal services.

Tregerddan offers 6 Step Up/Step Down/Step Across beds. It is overseen by a specific Multi-Disciplinary Team that provides on-going oversight to ensure timely assessment and discharge. These beds provide a six-week maximum stay and support individuals to recover and advance in the most appropriate setting for their care and support needs. This project has been running since January 2023 and remains in a pilot phase.

As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments, fire and any other regulatory aspects of the living and working environment of the home.

The home continues to uphold and promote a feeling of community with regular interactions with a range of groups from within the community e.g., visits by local faith groups,

As part of regular activities, the residents enjoy reminiscence, singing a long's, reading, playing Bingo, painting, jigsaws, growing home produce and trips out on the bus.

They also enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwywnwen, Valentine's Day, Easter and Christmas Celebrations to arranging and holding their own Remembrance Service at the home.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis.</p> <p>Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires all registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes etc.</p> <p>All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager.</p> <p>There is a corporate induction process in place with role specific induction and competencies required to be completed for each role within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.</p> <p>This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes to raise a compliment, complaint or concern.</p> <p>The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failings in a system, policy or practice so that we can address them to prevent them from happening again or escalating.</p> <p>Residents are provided with a Welcome Pack on admission and are given details on how they or their family members/friends can raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what services are available and to satisfy themselves that their loved ones would be happy within the environment being offered.</p> <p>Our Infection, Prevention and Controls (IP&C) protocol provides a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools and resources for implementing increased measure if required.</p> <p>Keeping our residents safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they assist us to review and learn, enabling us to improve.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is set within the village of Bow Street and offers access to a range of small convenience shops.</p> <p>There are a number of areas within the home where residents can spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important for them (including sitting in the cosy conservatory).</p> <p>One lounge provides a kitchenette that allows the residents to make their own drinks and / or snacks.</p> <p>All the bedrooms are single occupancy, except for one bedroom that provides an opportunity for a husband and wife or siblings to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including photos that can be fitted on the walls.</p> <p>There is a nurse call system in place, with the ability to add individualised sensors where the needs arise. Alongside this is a range of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is utilised as and when required to support with the individual needs of the resident.</p> <p>Training is delivered by our in-house Health and Safety Team and allows the staff to learn and develop alongside colleagues in a safe learning environment.</p> <p>Currently there is significant capital investment taking place at Tregerddan, this includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. The capital work will be completed in a phased approach to take into account the safety and wellbeing of our service users.</p> <p>The residents enjoy being able to sit outside in the garden area and will enjoy barbeques in the summer. Alongside this is the opportunity for residents to enjoy the open space, where a number enjoy being able to walk outside maintaining and encompassing their wellbeing.</p> <p>Person centred care recognises that life extends beyond the care home and engagement within the community is beneficial. Community access and involvement has increased allowing residents a sense of belonging in the local community.</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) 35

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	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 - Health and Social Care Residential Diploma in Nursing Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>	
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	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Level 5 QCF - Management and Leadership in Social Care (Adults) Level 5 QCF - Management and Leadership in Social Care (Advanced Practice) Diploma in Nursing Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>

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	4
No. of posts vacant	3
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4

Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 x QCF Level 3 Health and Social Care (additional 1 in progress) 4 x QCF Level 2 Health and Social Care All Wales Induction Framework / Social Care Wales Induction Framework Advanced Medication Administration training All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed 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 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	16
No. of posts vacant	8

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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>9 x QCF Level 2 - Health and Social Care (8 additional currently completing their Level 2) 16 x All Wales Induction Framework / Social Care Wales Framework Advanced Medication Administration training</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal</p>

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	8

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)	3
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0

Domestic 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

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
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.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.

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	2
No. of staff working toward required/recommended qualification	0

Catering 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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Allergens Level 2 -Virus Awareness All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
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)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Grounds person - maintaining the external environment of the home.
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	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.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Yr Hafod Residential Care Home
Telephone Number	01239612651
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last 12 months, there have been a number of opportunities for residents to be voice their views regarding the care and support or any element of the service. These include the following; <ul style="list-style-type: none"> - Resident's meetings - At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern along with how to make a complaint.

Service Environment

How many bedrooms at the service are single rooms?	28
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?	4
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	Yr Hafod has access to a large secured garden and patio area. There is also a Green house, Garden room and ample space for residents to access the grounds of the home.
Provide details of any other facilities to which the residents have access	Residents have easy access to the wider community and nearby shops and places of worship. There is access to additional facilities in Canolfan Meugan that is attached to the care home. This provides opportunities for cooking, arts and craft and wider person centred activities.

Communicating with people who use the service

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

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The Active Offer is available to all residents and their families and they can choose their language of choice for their care and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and English. At Yr Hafod we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and tailored to each person's individual needs and preference.

We strive to ensure that we capture the residents voice and views on a wide range of aspects relating to their day to day, physical and mental wellbeing along with their care and support needs.

"Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation.

Regular updates and review of care and support plans take place and we encourage the residents to be actively involved. Residents can also request a family member or friend to join them in the review if they wish.

One-page profiles are being implemented for all residents highlighting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explains how they want to be supported. Residents can use the one-page profile to record how they would like to be helped and identify if they need additional care or support. At Yr Hafod we strive to work with residents and families to complete "My life work" and we will continue to develop these for all residents.

Following the Advanced Care Planning (ACP) training, staff are able to engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to them.

Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activities, trips and changes to the environment.

On a quarterly basis the Responsible Individual carries out their visit and will speak to a range of residents, families, staff and professionals. Along with twice yearly a questionnaire is shared with residents, families, staff and professionals.

<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>We have an accessible and good working relationship with Primary Care and are supported by two General Practices; Meddygfa Emlyn and Cardigan Health Centre.</p> <p>Both practices provide virtual consultations, visits to the home and vaccination programme for influenza and COVID-19 along with regular medication reviews.</p> <p>All residents have had the opportunity to receive their COVID-19 and Influenza vaccines in the comfort of their own home.</p> <p>Prescriptions are delivered to the home by Boots Pharmacy, Hafordwest.</p> <p>A number of Specialist Health Support services and teams are involved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist staff).</p> <p>All residents are registered with a community dentist and opticians, and repairs to hearing aids, glasses and dentures are easily accessible via postal services.</p> <p>As an organisation we have access to a range of specialisms within our Health and Safety team. They support the service users and staff with manual handling, mobility, behavioural, risk assessments, fire and any other regulatory aspects of the living and working environment of the home.</p> <p>The home continues to uphold and promote a feeling of community with regular interactions with a range of groups from within the community.</p> <p>As part of regular activities, the residents enjoy reminiscence, singing a long's, reading, playing Bingo, painting, jigsaws, growing home grown produce and competing in local agricultural shows. The residents enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwynwen, Valentine's Day, Easter and Christmas Celebrations to arranging and holding their own Remembrance Service at the home.</p> <p>Often you will see the whole home, residents and staff dressed up and enjoying their cultural heritage.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date Disclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis.</p> <p>Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires all registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes.</p> <p>All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager.</p> <p>There is a corporate induction process in place with role specific induction and competencies required to be completed for each role within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing and other mandatory training.</p> <p>This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales Safeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes to raise a compliment, complaint or concern.</p> <p>The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failings in a system, policy or practice so that we can address them to prevent them from happening again or escalating.</p> <p>Residents are provided with a Welcome Packs on admission and are given details on how they or their family members/friends can raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what services are available and to satisfy themselves that their loved ones would be happy within the environment being offered.</p> <p>Our Infection, Prevention and Controls (IP&C) protocol provides a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools and resources for implementing increased measure if required.</p> <p>Keeping our residents safe and protecting them from harm, abuse and neglect is of paramount importance to our service. We offer an open and transparent service and welcome concerns and complaints as they assist us to review and learn, enabling us to improve.</p>

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

The home is set within the Town of Cardigan and offers access to a range of shops, hairdressers, cafes, bowls club and a range of religious and cultural opportunities.

There are a number of areas within the home where residents can spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important for them (including a small conservatory)

All the bedrooms are single occupancy, except for one bedroom that provides an opportunity for a husband and wife or siblings to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including photos that can be fitted on the walls.

There is a nurse call system in place, with the ability to add individualised sensors where the needs arise. Alongside this is a range of equipment including hoists, steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is utilised as and when required to support with the individualised needs of the resident.

Training is delivered by our in-house Health and Safety Team and allows the staff to learn and develop alongside colleagues in a safe learning environment.

Currently there is significant capital investment taking place at Yr Hafod, this includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. The capital work will be completed in a phased approach to take into account the safety and wellbeing of our service users.

The residents enjoy being able to sit outside in the garden area and will enjoy barbeques in the summer. Alongside this is the opportunity for residents to enjoy the open space, where a number enjoy being able to walk outside maintaining and encompassing their wellbeing.

Person centred care recognises that life extends beyond the care home and engagement within the community is beneficial. Community access and involvement has increased allowing residents a sense of belonging in the local community.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	21
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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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 Diploma in Leadership for Health and Social Care Services (Adults Advanced Practice Wales & NI) BA Social Work (Wales)</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF Level 5 Health and Social Care Management (Adults)</p> <p>QCF Level 5 Health and Social Care Management (Advanced Practice)</p> <p>Level 3 - Health and Social Care</p> <p>All Wales Induction Framework - Coaching and Mentoring</p> <p>ILM - Volunteer Management</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
<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
<p>Other supervisory staff</p>	
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
<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	4
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>4 x QCF Level 3 Health and Social Care Wales 4 x All Wales Induction Framework / Social Care Wales Induction Framework 1 x QCF Level 3 Dementia</p> <p>All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	3

No. of part-time staff (17-34 hours per week)	1
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.	2 x 9pm - 8am (1 Level 3 & 1 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	16
No. of posts vacant	5
<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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	14
Manual Handling	16
Safeguarding	16
Medicine management	12
Dementia	13
Positive Behaviour Management	14
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 x QCF Level 3 - Health and Social Care 13 x QCF Level 2 - Health and Social Care 13 x All Wales Induction Framework / Social Care Wales Induction Framework 1 x QCF Level 3 - Dementia All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.
<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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.

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	1
No. of staff working toward required/recommended qualification	1
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	0
Manual Handling	0
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Allergens Level 2 -Virus Awareness All staff have additional training opportunities based on the needs of the residents and wider service and organisational opportunities. Training is discussed at each supervision and annual appraisal.

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

Other types of staff

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