# Provider Information to be published

The following informati 2023.	on relates to information CIW held abou	at this provider and its associated services on the 31st March	
This section has been published Annual Retu		s to complete. This information displayed will be included in the	
Provider name:		Consensus Support Services Limited	
The provider was registered	ed on:	28/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Ashbury House		
were:	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Christopher Charles	
	Maximum number of places	6	
	Service Conditions	There are no conditions associated to this service	
	Parklands		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Liam Lewis	
	Maximum number of places	5	
	Service Conditions	There are no conditions associated to this service	
	Pool Cottage		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Andrea Nash	
	Maximum number of places	8	
	Service Conditions	There are no conditions associated to this service	
	The Grange		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	l		

Lorraine Jackson-Hunt

There are no conditions associated to this service

Monica Airinei

6

Responsible Individual(s)

Maximum number of places

Service Conditions

Manager(s)

Ty Machen	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	28/10/2019
Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Lynda Wenner
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Hendy	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Kayleigh Williams
Maximum number of places	17
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

All colleagues attend our company-wide 3-day induction for news tarters which introduces colleagues to Consensus, our ethos, values, culture and ways of working. Following this, new colleagues receive a local induction that supports their orientation into their new place of work.

Colleagues are required to complete mandatory training and servi ce specific training that is tailored to the home and the supported individuals. Colleagues are supported to complete a QCF in healt h & social care.

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

We have explored various avenues to attract quality candidates, which has included the implementation of a £1000 welcome bonus es.

Our robust selection process includes, telephone interview, face to face interview and walk around service, and with the involvement of the people we support. With the cost of living crisis, we made two discretionary Cost of Living payments to colleagues, totalling up to £400 per colleague. We have a career ladder process and pay staff above the RLW in Wales.

#### Service Profile

#### Service Details

Name of Service	Ashbury House
Telephone Number	01633881879
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

# People Supported

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

# Fees Charged

The minimum weekly fee payable during the last financial year?	12.57
The maximum weekly fee payable during the last financial year?	15.23

# 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?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are al so communicated to families, people supported and all profession als, to ensure feedback is received and listened too and actioned.

# Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a lovely enclosed garden to the rear of the property, which the people supported use, there is an adapted swing in the garden for the people supported with support or independently. The Garden area has a patio, and a garden shed. The property benefits from side entrance to the garden on both sides of the property. The front of the property has a driveway for vehicles to have off road parking. The front of the property also benefits from having a designated pathway, for ease with wheelchairs. The garden has plants and shrubs for the people supported to enjoy and maintain.
Provide details of any other facilities to which the residents have access	The service has a conservatory on the back of the property which the people supported use for activities and gatherings.

# Communicating with people who use the service

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

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.

Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.

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

All people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.

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

Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning share d across the organisation.

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

The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker metings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

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

14

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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversations, supervision etc
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervisi on etc

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)	0
Outline below the number of permanent and fixed	d 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
Typical shift patterns in operation for employed s	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.	the shifts patterns that are available are morning hifts, afternoon shifts, waking night shifts. a morn g shift is typically 7am-14.30pm, and afternoon slis typically 14.00pm - 21.30pm, and the waking n ht shift is typically 21.00pm -07.00am. The servic ypically provides a 1:2 ratio during the day hours s provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Wang night support core is provided on a 2:6 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
	5
Induction	
	16
Health & Safety	16 16
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	
Health & Safety Equality, Diversity & Human Rights	16
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	16 17

Dementia	0
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support
Contractual Arrangements	
No. of permanent staff	14
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	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)	6
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	the shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. a mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:6 ratio.
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	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	No

# Service Profile

Name of Service Parklands
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Telephone Number	01633821860
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	5
	1

# Fees Charged

The minimum weekly fee payable during the last financial year?	14.70
The maximum weekly fee payable during the last financial year?	16.09

# 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?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are al so communicated to families, people supported and all profession als, to ensure feedback is received and listened too and actioned.

### Service Environment

How many bedrooms at the service are single rooms?	5
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?	5
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	the people supported at the home have access to an enclosed garden to the rear of the property, which is all level for access for the people supported, there is a gazebo in the garden area. the front of the property have a grass area, and a long driveway to the property. the rear garden area has raised planting beds for the people supported to engage in garden activities in their own garden.
Provide details of any other facilities to which the residents have access	The home has a vehicle for the people supported to access the c ommunity safely, and appropriately.

# 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	objects of reference, body language

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.
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.	Il people we support have support plans in place that are devel oped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and invest gations undertaken where applicable with lesson learning shared across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

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 spestated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to the outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervisi on etc
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)

No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
No. of part-time staff (10 flours of under per week)	•	
Staff Qualifications		
	.	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	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		
J		
Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	1	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
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Please outline any additional training undertaken additional training is provided and is as follows; MC pertinent to this role which is not outlined above. A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervisi on etc... Contractual Arrangements No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed the shifts patterns that are available are morning s at the service in this role type. You should also hifts, afternoon shifts, waking night shifts. a mornin include the average number of staff working in g shift is typically 7am-14.30pm, and afternoon shift each shift. is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. waki ng night core support is provided on a 2:5 ratio. Staff Qualifications 2 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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 13 No. of staff in post No. of posts vacant 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 12 Health & Safety Equality, Diversity & Human Rights 13

Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support
Contractual Arrangements	
No. of permanent staff	13
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 fixe	d 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)	8
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed s	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.	the shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. a mornin g shift is typically 7am-14.30pm, and afternoon shif is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:5 ratio.
	Tig flight support core is provided on a 2.5 fatio.
Staff Qualifications	ing hight support core is provided on a 2.5 fatio.
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff who have the required qualification to be registered with Social Care Wales as a social	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the	12
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification	12
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this	12
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this type?	12
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this type?  Catering staff  Does your service structure include roles of this	12 1 No

# Service Profile

### Service Details

Name of Service	Pool Cottage
Telephone Number	01633412653
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and	7
support to during the last financial year?	

# Fees Charged

The minimum weekly fee payable during the last financial year?	14.86
The maximum weekly fee payable during the last financial year?	16.35

### 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?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all profession als, to ensure feedback is received and listened too and actioned.

# Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a lovely grounds around the service, it has a gaze bo on the side of the property, and raised planting beds around t he side of the property for the people supported to plant, plants a nd take part in garden activities. it has a large garden to the rear of the property. The front of the property has a large car park, an d a day centre provision on the grounds.

Provide details of any other facilities to which the residents have access

The people supported have access to the day service and hydro pool, if required. The home has vehicles too access the communit y safely and according to their care plans.

Consensus also provides a forum called 'Consensus Voices' wh

reported internally via our internal reporting process and investi gations undertaken where applicable with lesson learning share

The people supported are assessed prior to moving into the ho me, to ensure their care and support needs are met and are co

mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall

y achieved or not achieved and reason why.

d across the organisation.

#### 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	body language, and objects of reference are used to communicat e with the people supported

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

The extent to which people feel their voices are heard, they

The extent to which people live in accommodation that best

supports their wellbeing and achievement of their personal

outcomes.

CIW have published <u>guidance</u> 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.

have choice about their care and support, and opportunities are made available to them.	ich allows People we support to come together to discuss matte rs that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.
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.	Il people we support have support plans in place that are devel oped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their f ull potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individu al people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are

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)

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.

15

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

#### Staff Type

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

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversations, supervision etc

**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	d 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
Filled and vacant posts  No. of staff in post	1
	1
No. of posts vacant  Training undertaken during the last financial year	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	or for this role type.  Int training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	r for this role type.  ant training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	r for this role type.  ant training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0  1  1  1  1  1  1  1  1  1  1  1  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 fixe	d 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
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	Yes cifically to this role type only. Unless otherwise
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Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training traini	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  0  In for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the possible of the possible o	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  In for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training that the can be added to 'Please outline any additional training that the can be added to 'Please outline any additional training that may	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  0  In for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1  2
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  In for this role type.  In training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 3
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posson of staff in post  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  0  In for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1  2  3  2

Dementia	2	
Positive Behaviour Management	0	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversations, supervision etc	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed s	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.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Waking night support core is provided on a 1:7 ratio, plus the service has a sleep in member of staff durin g the night shift.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
Filled and vacant posts		
Filled and vacant posts  No. of staff in post	16	

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'.

not outlined above.	
Industion	2
Induction Health & Safety	17
•	16
Equality, Diversity & Human Rights	16
Infection, prevention & control  Manual Handling	17
-	16
Safeguarding  Medicine management	16
Dementia	15
Positive Behaviour Management	0
	16
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed s	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.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Wak ing night support core is provided on a 1:7 ratio, pl us the service has a sleep in member of staff durin g the night shift.
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?	No

Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

# Service Profile

### Service Details

Name of Service	The Grange

Telephone Number	01267226920
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Some of the employees are fluent in Welsh, Romanian, Nigeria n.

# Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
Tappers is assessed and the same of the sa	

# Fees Charged

The minimum weekly fee payable during the last financial year?	8.14
The maximum weekly fee payable during the last financial year?	16.93

# 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?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are all so communicated to families, people supported and all profession als. to ensure feedback is received and listened too and actioned.

# Service Environment

How many bedrooms at the service are single rooms?	6
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	All the people supported have access to a large enclosed rear garden, and garden summer house to the rear of the property. Ther e is a large driveway and garden to the front of the property. Garden furniture and plants in the garden for everyone to participate in gardening and enjoying the garden area.
Provide details of any other facilities to which the residents have access	The service has a conservatory, and sensory room that are acces sible and offer additional space for the people supported at the s ervice. The service has it's own vehicle to support the people supported to access the community.

# 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	Total Communication

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.	Consensus also provides a forum called 'Consensus Voices' wh ich allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.
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.	Il people we support have support plans in place that are devel oped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their f ull potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individu al people we support in relation to any challenging or changing presentations.

The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning share d across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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 | 22 31 March)

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

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

# Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc	
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	d 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	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
	l ·	

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.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behav our support, rota management, difficult conversations, supervision etc
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)	0
staff	
Outline below the number of permanent and fixed	d 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	No
type?	
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
type:	
Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spec	

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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversations, supervision etc
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning s hifts, afternoon shifts, mid shift, waking night shifts. A morning shift is typically 7am-14.30pm, and after noon shift is typically 14.00pm - 21.30pm, mid shift is typically 10.00am - 18.00pm, and the waking nigh t shift is typically 21.00pm -07.00am. The service ty pically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes	
	::Calling to the called to a called the called to the called the called to the called the called to the called	
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	22	
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	23	
Health & Safety	20	
Equality, Diversity & Human Rights	21	
Infection, prevention & control	23	
Manual Handling	20	
Safeguarding	20	
Medicine management	28	
Dementia	0	
Positive Behaviour Management	23	
Food Hygiene	26	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc	
Contractual Arrangements		
No. of permanent staff	22	
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	2	
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)	12	
No. of part-time staff (17-34 hours per week)	7	
No. of part-time staff (16 hours or under per week)	3	
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.	The shifts patterns that are available are morning shifts, afternoon shifts, mid shift and waking night shifts. A morning shift is typically 7am-14.30pm, and at ternoon shift is typically 14.00pm - 21.30pm, the mid shift is typically 10.00am - 18.00pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided . Waking night support core is provided on a 2:6 ratio.	

Pertinent to this role which is not outlined above.  A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support.  Contractual Arrangements  No. of permanent staff  1  No. of Fixed term contracted staff  0  No. of Agency/Bank staff  0  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  0	Oleff Overliff and have		
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domests staff  Does your service structure include roles of this ype?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.  Filled and vacant posts  No. of staff in post  1  No. of posts vacant  0  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above.  Induction  0  Health & Safety  1  Equality, Diversity & Human Rights  1  Infection, prevention & control  1  Manual Handling  1  Safeguarding  1  Dementia  0  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  1  Contractual Arrangements  No. of permanent staff  1  No. of Fixed term contracted staff  0  No. of AgoncyBank staff  0  No. of AgoncyBank 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  Outline below the number of permanent and fixed term contact staff by hours worked per week.	Stati Qualifications		
Discost point   Discost	be registered with Social Care Wales as a social	20	
Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.  Filled and vacant posts  No. of staff in post  1  No. of posts vacant  0  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.  Induction  0  Health & Safety  1  Equality, Diversity & Human Rights  1  Infection, prevention & control  1  Menual Handling  1  Safeguarding  1  Medicine management  1  Dementia  0  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Allois, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavour support.  Contractual Arrangements  No. of Pixed term contracted staff  1  No. of Fixed term contracted staff  0  Outline below the number of permanent and fixed term contact staff by hours worked per week.  No. of Non-guaranteed hours or more per week)  1  Outline training staff (35 hours or more per week)  1  No. of part-time staff (17-34 hours per week)		2	
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  No. of posts vacant  O  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  O  Health & Safety  Infection, prevention & control  Manual Handling  1  Safeguarding  Medicine management  Dementia  O  Positive Behaviour Management  I  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Allois, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavour support.  Contractual Arrangements  No. of Pixed term contracted staff  No. of Non-guaranteed hours contract (zero hours) staff  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)  I  Outline tage of the staff (17-34 hours per week)  I  Outline tage of the staff (17-34 hours per week)  I  Outline tage of the staff (17-34 hours per week)  I  Outline tage of the staff (17-34 hours per week)  I  Outline tage of the staff (17-34 hours per week)  I  Outline tage of the staff (17-34 hours per week)  Outline tage of the staff (17-34 hours per week)  I   Outline tage of the staff (17-34 hours per week)  Outline tage of the staff (17-34 hours per week)  I   Outline tage of the staff (17-34 hours per week)  I   Outline tage of the staff (17-34 hours per week)	Domestic staff		
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  0 Health & Safety  1 Equality, Diversity & Human Rights  1 Infection, prevention & control  1 Manual Handling  1 Safeguarding  1 Medicine management  1 Dementia  0 Positive Behaviour Management  1 Food Hygiene  1 Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  1 Contractual Arrangements  1 Contractual Arrangements  1 O O O O O O O O O O O O O O O O O O		Yes	
No. of staff in post  No. of posts vacant  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  0  Health & Safety  1  Equality, Diversity & Human Rights  1  Infection, prevention & control  1  Manual Handling  1  Safeguarding  1  Medicine management  1  Dementia  0  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of Permanent staff  1  No. of Fixed term contracted staff  0  No. of volunteers  0  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 posts vacant    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	Filled and vacant posts		
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	No. of staff in post	1	
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    Description   D	No. of posts vacant	0	
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  I Dementia  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed term contact staff by hours worked per week.  No. of full-time staff (17-34 hours per week)  Outline staff (17-34 hours per week)	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		
Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  I Dementia  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of Agency/Bank staff  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)  No. of part-time staff (17-34 hours per week)  Outline staff (17-34 hours per week)  Outline staff (17-34 hours per week)  Outline below the number of permanent and fixed term contact staff by hours worked per week.	Induction	0	
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  O	Health & Safety	1	
Manual Handling  Safeguarding  Medicine management  Dementia  O  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Positive Behaviour Management  Tood Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  CA/Dols, boundary, person centred planning, life vac mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of Agency/Bank staff  No. of Agency/Bank staff  O  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)  No. of part-time staff (17-34 hours per week)  O	Equality, Diversity & Human Rights	1	
Safeguarding  Medicine management  Dementia  Dementia  O  Positive Behaviour Management  I  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Positive Behaviour Management  I  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Positive Behaviour Management  additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behav our support.  Contractual Arrangements  No. of permanent staff  1  No. of Fixed term contracted staff  0  No. of Agency/Bank staff  0  No. of Agency/Bank 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	Infection, prevention & control	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. A/Dols, boundary, person centred planning, life vac mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support.  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  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		·	
Dementia  Positive Behaviour Management  1  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed term contact staff by hours worked per week.  No. of part-time staff (17-34 hours per week)  Outline below the number or more per week)  Outline below the fixed term contract staff (17-34 hours per week)  Outline below the fixed term contact staff (17-34 hours per week)  Outline below the number or per week)  Outline below the fixed term contact staff (17-34 hours per week)			
Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  Contractual Arrangements  No. of permanent staff  No. of Volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed term contact staff by hours worked per week.  No. of part-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  Oditional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  I additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  I additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  I additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  I additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave our support.  I additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health avareness, epilepsy, fire, GDPR, recording and documentation, autism, positive behave our support.	<u> </u>	·	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behav our support.  Contractual Arrangements  No. of permanent staff  1  No. of Fixed term contracted staff  0  No. of Agency/Bank staff  0  No. of Non-guaranteed hours contract (zero hours) staff  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)			
Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support.  Contractual Arrangements  No. of permanent staff  1  No. of Fixed term contracted staff  0  No. of Volunteers  0  No. of Agency/Bank 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 permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  O  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  O	Please outline any additional training undertaken	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavi	
No. of Fixed term contracted staff  No. of volunteers  O  No. of Agency/Bank staff  O  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  O	Contractual Arrangements		
No. of volunteers  No. of Agency/Bank staff  0  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  0	No. of permanent staff	1	
No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  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)  No. of part-time staff (17-34 hours per week)  0	No. of Fixed term contracted staff	0	
No. of Non-guaranteed hours contract (zero hours)  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)  No. of part-time staff (17-34 hours per week)  0	No. of volunteers	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)  No. of part-time staff (17-34 hours per week)  0	No. of Agency/Bank staff	0	
No. of full-time staff (35 hours or more per week)  1  No. of part-time staff (17-34 hours per week)  0		0	
No. of part-time staff (17-34 hours per week)	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 (16 hours or under per week)	No. of part-time staff (17-34 hours per week)	0	
100. or part-time stain (10 mours or under per week)	No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications		
No. of staff who have the required qualification	1	
No. of staff working toward required/recommended qualification	0	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

# Service Profile

# Service Details

	Name of Service	Ty Hendy
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Telephone Number	01792886520
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Some employees can speak fluent Welsh, Nigerian.

# Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	18
support to during the last infancial year!	

### Fees Charged

The minimum weekly fee payable during the last financial year?	13.13
The maximum weekly fee payable during the last financial year?	15.02

### 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?

Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are al so communicated to families, people supported and all profession als, to ensure feedback is received and listened too and actioned.

#### Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The service has extensive grounds to the front and rear of the pr operty. Long driveway, and the service is hidden in amongst the tr ees. It has an enclosed garden to the rear. The garden area has a gazebo area. The service has an option of a secure gate if nec essary.
Provide details of any other facilities to which the residents have access	The service has it's own vehicle to access the community for the p eople supported.

#### 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	Yes
List 'Other' forms of non-verbal communication used	objects of reference, body language, pictures.

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to

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.	Il people we support have support plans in place that are devel oped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their f ull potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individu al people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning share d across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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)

48

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	

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 Health & Safety 1 1 Equality, Diversity & Human Rights Infection, prevention & control 1 Manual Handling 1 1 Safeguarding Medicine management 1 0 Dementia Positive Behaviour Management 1 Food Hygiene additional training is provided and is as follows; MC Please outline any additional training undertaken pertinent to this role which is not outlined above. A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc... **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Yes Does your service structure include roles of this 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 No. of posts vacant 1

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

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 Health & Safety 1 Equality, Diversity & Human Rights 2 Infection, prevention & control 2 Manual Handling 2 2 Safeguarding Medicine management 2 0 Dementia Positive Behaviour Management 2 Food Hygiene Please outline any additional training undertaken additional training is provided and is as follows; MC pertinent to this role which is not outlined above. A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc... **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (17-34 hours per week) 0 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this Nursing care staff Does your service structure include roles of this No type? Registered nurses No Does your service structure include roles of this type?

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

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	9	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	9	
Equality, Diversity & Human Rights	9	
Infection, prevention & control	9	
Manual Handling	9	
Safeguarding	9	
Medicine management	9	
Dementia	0	
Positive Behaviour Management	9	
Food Hygiene	9	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc	
Contractual Arrangements		
No. of permanent staff	9	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	1	
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.	The shifts patterns that are available are morning hifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shi is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service ypically provides a 1:2 ratio during the day hours a sprovided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waling night support core is provided on a 4:17 ratio.	

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9	
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	45	
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	34	
Health & Safety	42	
Equality, Diversity & Human Rights	43	
Infection, prevention & control	46	
Manual Handling	40	
Safeguarding	45	
Medicine management	45	
Dementia	0	
Positive Behaviour Management	43	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behaviour support.	
Contractual Arrangements		
No. of permanent staff	43	
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	2	
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)	22	
No. of part-time staff (17-34 hours per week)	15	
No. of part-time staff (16 hours or under per week)	6	
	·	

Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The shifts patterns that are available are morning s at the service in this role type. You should also hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift include the average number of staff working in is typically 14.00pm - 21.30pm, and the waking nig each shift. ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Wak ing night support core is provided on a 4:17 ratio. Staff Qualifications No. of staff who have the required qualification to 38 be registered with Social Care Wales as a social care worker No. of staff working towards the 7 required/recommended qualification Domestic staff Does your service structure include roles of this 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 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'. 0 Induction 1 Health & Safety Equality, Diversity & Human Rights 1 Infection, prevention & control 1 Manual Handling 1 Safeguarding Medicine management 0 0 Dementia 0 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken additional training is provided and is as follows; life pertinent to this role which is not outlined above. vac, mental health awareness, fire, GDPR, COSHH **Contractual Arrangements** No. of permanent staff 1 0 No. of Fixed term contracted staff No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

# Service Profile

### Service Details

Name of Service	Ty Machen
Telephone Number	01633442020
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

# Service Provision

# People Supported

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

# Fees Charged

The minimum weekly fee payable during the last financial year?	13.13
The maximum weekly fee payable during the last financial year?	15.02

# 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?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all profession als, to ensure feedback is received and listened too and actioned.

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a large grounds which are difficult to access, so in order to maximise the facilities for the people supported we inst alled a large raised decking area, which is accessible to all people supported at the service.
Provide details of any other facilities to which the residents have access	The service has its own vehicle for the people supported to acces s the community

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	ovision 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	Yes
List 'Other' forms of non-verbal communication used	Total Communication, objects or reference, body language, pictur es.

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and a nual reviews, to ensure their voices are heard and listened to

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.	Il people we support have support plans in place that are devel oped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their f ull potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individu al people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning share d across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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		

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 Health & Safety 1 1 Equality, Diversity & Human Rights Infection, prevention & control 1 Manual Handling 1 1 Safeguarding Medicine management 1 0 Dementia Positive Behaviour Management 1 Food Hygiene additional training is provided and is as follows; MC Please outline any additional training undertaken pertinent to this role which is not outlined above. A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc... **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Yes Does your service structure include roles of this 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 0 No. of staff in post 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 Health & Safety 1 Equality, Diversity & Human Rights 1 Infection, prevention & control 1 Manual Handling 1 1 Safeguarding Medicine management 1 0 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken additional training is provided and is as follows; MC pertinent to this role which is not outlined above. A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc... **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (17-34 hours per week) 0 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this Nursing care staff Does your service structure include roles of this No type? Registered nurses No Does your service structure include roles of this type?

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training train	ant training. The list of training categories
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; M A/Dols, boundary, person centred planning, life volume is a positive benefit of the cording and documentation, Autism, positive benefit our support, rota management, difficult conversatins, supervision etc
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 fixe	d 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
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.	The shifts patterns that are available are morning hifts, afternoon shifts, waking night shifts. A morn g shift is typically 7am-14.30pm, and afternoon slis typically 14.00pm - 21.30pm, and the waking niht shift is typically 21.00pm -07.00am. The servic ypically provides a 1:2 ratio during the day hours s provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Wing night support core is provided on a 2:6 ratio.

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	22	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	
Induction	6	
Health & Safety	21	
Equality, Diversity & Human Rights	22	
Infection, prevention & control	27	
Manual Handling	24	
Safeguarding	28	
Medicine management	26	
Wedone management	20	
Dementia	0	
Dementia Positive Behaviour Management	0 25	
Dementia	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behave	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversation.	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversation.	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life var, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vad, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life var, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc  21 0	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc  21 0 0 1	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc  21 0 0 1	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed	25 28 additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behavour support, rota management, difficult conversations, supervision etc  21 0 0 1 0 term contact staff by hours worked per week.	

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.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No