

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: Flintshire County Council

The provider was registered on: 05/04/2019

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

The regulated services delivered by this provider were:

Marleyfield House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Sandra Stacey
Maximum number of places	64
Service Conditions	There are no conditions associated to this service
Croes Atti	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Deborah Shearsmith
Maximum number of places	31
Service Conditions	There are no conditions associated to this service
Llys Gwenffrwd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Sian Lappin
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
Hafod - short term care	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Melissa Buckwell
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Woodlee - Short-termcare	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	05/04/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Melissa Buckwell
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Domiciliary Care Service - Flintshire	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/05/2019
Responsible Individual(s)	Mark Holt
Manager(s)	Darren Rhodes
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff undertake regular supervisions with the manager and an annual appraisal. As part of the appraisal a training needs analysis for each staff member is completed and submitted to the Workforce Development Team who will source the appropriate training. Additional one off training can be sourced if it is appropriate to the needs of the business and the development of the staff member.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a rolling advert that allows people to apply at any point. Once an application is received we shortlist and if the applicant is successful they are invited to interview. We have seen an improvement in some areas of recruitment in the early part of 2023 after a difficult period in 2022.

#### Service Profile

##### Service Details

Name of Service	Croes Atti
Telephone Number	01352733598
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	646.52

#### 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?	Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

#### Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	The service prides itself on the well maintained and picturesque outdoor space. Fully accessible to all residents and ample areas for people to enjoy being outside. Residents are able to join in with gardening or sit in communal areas and enjoy a cuppa and a catch up.
Provide details of any other facilities to which the residents have access	Nothing additional

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning. The service uses tools from Progress for Providers including One Page Profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.
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.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.
The extent to which people feel safe and protected from abuse and neglect.	The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge. Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service has a continuous process of maintenance, repairs and modernisation that helps to keep the living environment at the highest quality possible.

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)	25

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### Other supervisory staff

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

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

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	43
No. of posts vacant	6
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	18
Equality, Diversity & Human Rights	27
Infection, prevention & control	12
Manual Handling	14
Safeguarding	16
Medicine management	11
Dementia	0
Positive Behaviour Management	2
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	37
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.	7am -2pm, 2pm-10pm, 10pm - 7am
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	37
No. of staff working towards the required/recommended qualification	6
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Domiciliary Care Service - Flintshire
Telephone Number	01352701317
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	334
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

##### Complaints

What was the total number of formal complaints made during the last financial year?	3
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Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning. The service uses tools from Progress for Providers including One Page Profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.
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.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.
The extent to which people feel safe and protected from abuse and neglect.	The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge. Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.

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) 259

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	2
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	1
	Safeguarding	2
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nothing additional
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	8
Equality, Diversity & Human Rights	7
Manual Handling	4
Safeguarding	11
Dementia	2
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nothing Additional
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	259
No. of posts vacant	14
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	34
Health & Safety	82
Equality, Diversity & Human Rights	144
Manual Handling	136
Safeguarding	122
Dementia	48
Positive Behaviour Management	22
Food Hygiene	103
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	259
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	112
No. of part-time staff (17-34 hours per week)	137
No. of part-time staff (16 hours or under per week)	10
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	223
No. of staff working towards the required/recommended qualification	36
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	Hafod - short term care
Telephone Number	01352753001
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?	23
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### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

### 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?	Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2

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 prides itself on the well maintained and picturesque outdoor space. Fully accessible to all residents and ample areas for people to enjoy being outside. Residents are able to join in with gardening or sit in communal areas and enjoy a cuppa and a catch up.
Provide details of any other facilities to which the residents have access	N/A

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning.</p> <p>The service uses tools from progress for providers including on e page profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.</p>
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.
The extent to which people feel safe and protected from abuse and neglect.	<p>The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge.</p> <p>Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service has a continuous process of maintenance, repairs and modernisation that helps to keep the living environment at the highest quality possible.

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) 12.50

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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 0

Infection, prevention & control 1

Manual Handling 0

Safeguarding 1

Medicine management 0

Dementia 0

Positive Behaviour Management 1

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff 0

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

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

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

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

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

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

Filled and vacant posts

No. of staff in post	15
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	6

Manual Handling	5
Safeguarding	7
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	7am-2pm, 2pm-10pm, 10pm-7am
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

#### Service Details

Name of Service

Llys Gwenffrwd



Telephone Number	01352713338
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	42
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	646.52

##### 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?	Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

#### Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	13
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service prides itself on the well maintained and picturesque outdoor space. Fully accessible to all residents and ample areas for people to enjoy being outside. Residents are able to join in with gardening or sit in communal areas and enjoy a cuppa and a catch up.
Provide details of any other facilities to which the residents have access	Nothing additional

#### Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning. The service uses tools from Progress for Providers including One Page Profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.
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.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.
The extent to which people feel safe and protected from abuse and neglect.	The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge. Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service has a continuous process of maintenance, repairs and modernisation that helps to keep the living environment at the highest quality possible.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	42
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	4
Equality, Diversity & Human Rights	12
Infection, prevention & control	14
Manual Handling	12
Safeguarding	5
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	42
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	33
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

7am-2pm, 2pm-10pm, 10pm-7am

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

30

No. of staff working towards the required/recommended qualification

10

Other social care workers providing direct care

Does your service structure include roles of this type?

No

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

Marleyfield House

Telephone Number

01244548813

What is/are the main language(s) through which your service is provided?

English Medium with some bilingual elements

Other languages used in the provision of the service

English and Welsh

Service Provision

People Supported

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

168

Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	646.52

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	00
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?	Consultation carried out with residents as part of RI inspection process. feedback was gained on a range of areas and this helps to inform the Quality of care review. In addition the manager has monthly residents meetings and residents and families are able to discuss areas of success and improvements with the manager at any time.

#### Service Environment

How many bedrooms at the service are single rooms?	64
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	44
How many bathrooms have assisted bathing facilities?	54
How many communal lounges at the service?	7
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	The service prides itself on the well maintained and picturesque outdoor space. Fully accessible to all residents and ample areas for people to enjoy being outside. Residents are able to join in with gardening or sit in communal areas and enjoy a cuppa and a catch up.
Provide details of any other facilities to which the residents have access	Nothing additional

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning. The service uses tools from Progress for Providers including One Page Profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.
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.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.
The extent to which people feel safe and protected from abuse and neglect.	The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge. Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service has a continuous process of maintenance, repairs and modernisation that helps to keep the living environment at the highest quality possible.

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)	44.20

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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/a

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### Other supervisory staff

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

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



Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	83
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	18
Health & Safety	21
Equality, Diversity & Human Rights	30
Infection, prevention & control	16
Manual Handling	28
Safeguarding	26
Medicine management	6
Dementia	12
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/a
Contractual Arrangements	
No. of permanent staff	83
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	70
No. of part-time staff (16 hours or under per week)	7
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.	7am-2pm, 2pm-10pm, 10pm-7am
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	60
No. of staff working towards the required/recommended qualification	23
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Woodlee - Short-term care
Telephone Number	01244545351
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?	21
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
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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?	Residents, families, staff, and other professionals were consulted formally during the year using one to one meetings and questionnaires. In addition Managers offer regular opportunities for people to raise concerns, opinions, ideas and views on the service.

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
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 prides itself on the well maintained and picturesque outdoor space. Fully accessible to all residents and ample areas for people to enjoy being outside. Residents are able to join in with gardening or sit in communal areas and enjoy a cuppa and a catch up.
Provide details of any other facilities to which the residents have access	N/A

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>This forms a significant part of the Quality of Care Review that is completed by myself as the Responsible Individual on a six monthly basis. Residents are consulted and file audits are conducted to gain evidence that individuals are involved in their care planning.</p> <p>The service uses tools from progress for providers including on page profiles to ensure there is a full understanding of the individual. The service has demonstrated a clear understanding of person centred planning during the past 12 months. Improvements have been made in 3 monthly reviews and specific risk assessments.</p>
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of ongoing Quality of Care review I assess that files to ensure that they accurately reflect peoples preferred goals and outcomes. The service has robust processes in place to ensure that people's health and wellbeing is appropriately managed and supported. This includes, GP, dental, optician, therapy and podiatry appointments.

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

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

The service operates under the All Wales Safeguarding framework and managers have a clear understanding of safeguarding and how the policy should be adopted. As part of the inspection process I ask staff to provide answers to scenarios to check their understanding and knowledge. Safeguarding referrals are submitted in a timely way and are considered by the Local Authority safeguarding unit.

The service has a continuous process of maintenance, repairs and modernisation that helps to keep the living environment at the highest quality possible.

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)	12.50

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	15

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	6
Manual Handling	5
Safeguarding	7
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-2pm, 2pm-10pm, 10pm - 7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	
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