

# 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:	Gwynedd Council Adults and Children's Services
The provider was registered on:	16/08/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Bryn Blodau	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/08/2019
	Responsible Individual(s)	Aled Davies
	Manager(s)	Tracey Gardener
	Maximum number of places	41
	Service Conditions	There are no conditions associated to this service
	Cefn Rodyn	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/09/2019
	Responsible Individual(s)	Aled Davies
	Manager(s)	Lynda Pierce
	Maximum number of places	21
	Service Conditions	There are no conditions associated to this service
	Hafod Mawddach	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/08/2019
	Responsible Individual(s)	Aled Davies
	Manager(s)	Alexandra Campbell
	Maximum number of places	25
	Service Conditions	There are no conditions associated to this service
	Llys Cadfan	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/08/2019
	Responsible Individual(s)	Aled Davies
	Manager(s)	Katey McMullen
	Maximum number of places	33
	Service Conditions	There are no conditions associated to this service

Flas Gwilym	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Sharron Jones
Maximum number of places	27
Service Conditions	There are no conditions associated to this service

Flas Hafan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Wendy Owen
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Flas Hedd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Carys Owen
Maximum number of places	28
Service Conditions	There are no conditions associated to this service

Flas Maesindra	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Linda Jones
Maximum number of places	23
Service Conditions	There are no conditions associated to this service

Flas Ogwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Sharon Williams, Amanda Roberts
Maximum number of places	27
Service Conditions	There are no conditions associated to this service

Flas Pengwaith	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/09/2019

Responsible Individual(s)	Aled Davies
Manager(s)	Lorraine Powell
Maximum number of places	31
Service Conditions	There are no conditions associated to this service

Plas Y Don	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Nia Thomas
Maximum number of places	28
Service Conditions	There are no conditions associated to this service

Tan Y Marian	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Bethan Davies, Bethen Davies
Maximum number of places	9
Service Conditions	There are no conditions associated to this service

Y Frondeg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	
Maximum number of places	11
Service Conditions	There are no conditions associated to this service

Hafan Y Sêr	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/01/2020
Responsible Individual(s)	Marian Hughes
Manager(s)	rona jones
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Gwynedd Domiciliary Care Services - Older People, Supported Living & DERWEN	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/01/2020
Responsible Individual(s)	Aled Davies, Marian Hughes
Manager(s)	Mark Jones, Gwilym Ceiriog, Davy Evans, Dylan Owen
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Cynllun Cysylltu Bywydau	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	30/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Medi Griffiths
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	Our process began by gathering information regarding training needs around November. We then planned based on the information from the needs analysis process and information gathered through complaints processes and discussions with services. The priorities of the Social Care Workforce Development Grant also had to be considered as it funded most of the training. Our Workforce Development Unit organised and advertised a training programme both on their website and on our internal sites.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We appointed a Care Careers Marketing and Development Officer in January 2022 and developed a Recruitment Action Plan 2022/23 focusing on Employability, Marketing, Recruitment Events, Recruitment Processes and Education. We also collaborate with the Regional Care Careers Coordinator on national and regional campaigns. We hold regular recruitment meetings to drive the action plan forward. Further information about our efforts is available on request should CIW require it.

#### Service Profile

##### Service Details

Name of Service	Bryn Blodau
Telephone Number	01766762621
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	60
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### 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?	During the last financial year the following consultation methods were used: - 'Residents' Meetings' - Suggestion Boxes - Questionnaires for residents, families / representatives, professionals / commissioners and staff - RI conversations with residents of the home - The Area Manager's conversations with residents of the home

#### Service Environment

How many bedrooms at the service are single rooms?	41
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	13
How many communal lounges at the service?	8
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Secure patio garden with flower beds Secure small area astro turf Large outdoor patio area and planting Benches, lawn and flowers
Provide details of any other facilities to which the residents have access	Hairdressing Room

#### 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	Gestures and body language. White boards.

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>

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

I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.

These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.

It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	40.64
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	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	3

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	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.	Please see the information provided in relation to care workers.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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.

Please see information provided in relation to care workers.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	49
No. of posts vacant	1

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC for convenience.
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**Contractual Arrangements**

No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	19

**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)	15
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	1

**Typical shift patterns in operation for employed staff**

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>The current staffing structure for the home is as follows:</p> <p>Bryn Blodau (24 BED RESIDENTIAL)  - 4 x staff members covering a 12-hour day  - 3 x staff at night on awake duty  Some of these shifts have had to change due to our present staffing shortage but this has only been done as a last resort.</p> <p>Hafan y Bryn (17 BED DEMENTIA UNIT)  - 4 x staff covering a 12-hour day  - 2 x staff at night on wake duty (this will be increased to three staff over both floors)</p> <p>The manager works 5 days a week with hours to best meet the needs of the home and individuals living there.</p>
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**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	33
No. of staff working towards the required/recommended qualification	2

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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	1
No. of staff working toward required/recommended qualification	0

#### Other types of staff

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

#### Service Details

Name of Service	Cefn Rodyn
Telephone Number	01341422975
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium

Other languages used in the provision of the service	.
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	28
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"><li>- 'Residents' Meetings'</li><li>- Suggestion Boxes</li><li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li><li>- RI conversations with residents of the home</li><li>- The Area Manager's conversations with residents of the home</li></ul>

##### Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Enclosed back garden with patio areas and grass area (sloping) along the length of the back of home. Benchseat half way down drive. Areas to be cultivated at east end of home. Front area with car park and seating areas.
Provide details of any other facilities to which the residents have access	Hairdressing room.

##### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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Picture Exchange Communication System (PECS)	No
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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 gestures.

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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	27.33
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

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

#### Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

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

#### Staff Qualifications

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

#### 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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	35
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	3
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC if convenient.
<p>Contractual Arrangements</p>	
No. of permanent staff	18
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	16
<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)	13
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.	<p>At the moment, the staffing structure includes four members of care staff during the morning shift and three members of care staff in the evening shift. Th ree staff members work overnight.</p> <p>The manager works five days out of seven, with the hours varying depending on the needs of the home .</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	5
<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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<p>Contractual Arrangements</p>	
No. of permanent staff	2

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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	Cynllun Cysylltu Bywydau
Telephone Number	01758704145
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	Saesneg

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	37
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##### 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?	Regular discussions whilst updating PCP documents and annual reviews. Please see Compliance Statement for further information.

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	Signs that are personal to individuals

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.

I am confident that the voices of individuals supported by the S ervice are heard and they have a choice in their care and supp ort. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wid e range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staf f.

Feedback from the six-monthly questionnaires and engagemen t is encouraging and confirms that the voice of individuals in the Shared Lives Scheme is central to any decision regarding their care and support. There is good collaboration between Schem e staff and the Social Work/Health Teams in Gwynedd and Yny s Môn, and any change in needs or knowledge of 'What Matter s' to the individual are shared to facilitate relevant action. Effort s are being made to strengthen the partnership further. Enable rs have access to ongoing training with an emphasis on values and principles that support individuals to make choices and promote decision making themselves. A continuous effort is made t o get feedback from individuals. Families, enablers and profess ional teams are encouraged to offer their feedback to try and e nsure we hear the person's voice clearly. The scheme is a mem ber of Shared Lives Plus which can offer support to Scheme staf f, enablers and families. It also provides an opportunity to shar e information on new developments and the latest news within a Community of Practice.

We are confident that we are supporting the well-being of indivi duals within the Scheme and helping them achieve their person al outcomes. Staff are committed to supporting individuals in a way that promotes their choices and opportunities to learn, dev elop and meet their personal outcomes. We have seen evidenc e of this with a number of individuals who, having been placed with the scheme following difficult or turbulent times in their lives , have settled and grown with the support of the scheme and ar e now supported to live independently. We are keen to recruit t o the scheme as part of offering more accommodation opportu nities and choice within Learning Disability services. We have id entified a need for more placements for young individuals who would benefit from a short/medium term placement before movi ng on to, "step-down" or independent living. In addition, we are keen to see the scheme develop in terms of being able to offer respite provision.



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that individuals supported by the Service are happy and supported to maintain their health, development and overall well-being on an ongoing basis. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The Scheme and the Learning Disability Service receives positive feedback from individuals, families, enablers and professional officers confirming that individuals living within the scheme receive support to promote their health and well-being. There is also clear evidence of the opportunities to develop and participate in activities offered. The Scheme staff are willing to come into contact with the team if they think it necessary to get expert professional support or opinion. Multi-disciplinary co-working arrangements are used to facilitate the work and to produce responses based on ensuring that the individual's health and wellbeing is central. The arrangements seek to ensure that the individual's health and wellbeing needs are continuously monitored with scheme staff and enablers present in reviews.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I am confident that individuals supported by the Service feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>Enablers receive safeguarding training and are fully aware of the protocol to report any concern or incident. Similarly, the manager and officers share information in a timely manner with the Social Work team/Safeguarding Team if any issue of concern arises. We encourage transparency and close collaboration amongst all involved in the Scheme's service delivery arrangements. As a result of the above and through constant feedback received from the individuals and those who know them best, we are confident that they feel safe and protected from any abuse.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	3
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision for Managers.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid in the Workplace
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Gwynedd Domiciliary Care Services - Older People, Supported Living & DERWEN
Telephone Number	01286 679003
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	778
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.67
The maximum hourly rate payable during the last financial year?	20.67

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Derwen:</p> <ul style="list-style-type: none"> <li>- Review held of each case every 6 months. An opportunity to provide feedback.</li> <li>- Questionnaires sent out to parents and service users on a quarterly basis.</li> <li>- Opportunity for parents to join the Derwen Management Team to take part in the meeting and provide feedback.</li> <li>- Use of 'Facebook' - sharing relevant events and information. Individuals can also send comments by message.</li> </ul> <p>Housing and Support:</p> <ul style="list-style-type: none"> <li>- Questionnaires for service users, staff, families and professionals.</li> <li>- Visits and discussions with service users, their case managers and other relevant professionals.</li> <li>- Advocacy service reviews.</li> </ul> <p>Home Care:</p> <p>As part of the work to transform the service, much engagement and consultation has been undertaken with service users through the form of letters, newsletters and conversations with social workers when appropriate.</p> <p>We also consider the thanks and complaints or concerns that come to our attention on a quarterly basis to consider what is working well and act accordingly.</p>

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Signs that are personal to individuals

#### 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.

I am confident that the voices of individuals are heard and have a choice in their care and support. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of methods to engage and gather views and visits of RI and health and care professional staff.

Care is provided in a person-centred way, based on what is important to the individuals. By engaging throughout, care packages can be created and reviewed that meet the needs of individuals and their families. Collaborative conversations are a foundation for agreeing and adapting care plans. We use quality reviews to strengthen delivery and focus on keeping the individuals at the heart of our practice and way of working.

#### Home Care

Questionnaires are now more person centric. Feedback from the individuals, friends, family or professionals is welcome. Effort is made to visit new service users in their home in advance, to meet them and their family/individuals relevant to their care provision and the development of their Personal Plan. Staff receive training on dignity, respect, equality and diversity. There is a commitment to promoting individual wellbeing, voice and control while supporting and keeping them safe.

#### Derwen

Different modes of communication are used e.g MAKATON, BSL, PECS to ensure that the child's voice is heard and guides the support they receive.

The process for recording, reporting and sharing feedback works effectively and allows us to identify the child's experience and tailor a service to suit any changes. This is facilitated by monitoring the session reports and holding regular supervision and team meetings.

When visiting, we consult with the families and observe how to respond to their needs, preferences and wants. This contributes to ensuring that the service's arrangements succeed in putting consumers and their families at the centre and offer high quality, inclusive care.

#### Supported Living

It is a person-centred service, ensuring that the person's voice is central to every decision. Many individuals have the capacity to make their voices heard and this is encouraged by engaging in discussions e.g using a PCP model and the Active Support approach which is used to maximise individual participation and measure outcomes. The service works closely with families and advocacy services which is central to planning towards reaching personal outcomes.

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.

I am confident that individuals supported by the Service are happy and supported to maintain their health, development and overall well-being on an ongoing basis. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of methods to engage and gather views and visits of RI and health and care professional staff.

#### Home Care

Care and support is provided in accordance with personal assessments and plans to meet the individual's needs and support them to achieve their personal outcomes. Individuals are supported and enabled to be as independent as possible and ensure they can live their lives to their full potential. Joining and being part of the community is supported, ensuring they feel fulfilled, and have a purpose in life. Individuals are also supported, if they wish, with their health needs. Weekly multi-agency CRT meetings facilitate the exchange of information and focus on maintaining individual well-being and adapting provision to suit their wishes.

#### Derwen

The integrated team has expertise to create inclusive and personalised care and support plans. This allows us to assess, identify and meet each child's developmental needs. File monitoring evidences the effectiveness of the service to meet these needs, e.g. health plans, movement and treatment, risk assessment and management plans and supporting positive behaviour. They also evidence how the provision uses person-centred models to promote and develop children's wellbeing, intelligence and skills according to their needs.

#### Some examples:-

- Development and implementation of PBS and Operational Support schemes
- Provide opportunities to attend social and recreational activities in the community
- Input into the child's IDP plan and help the children with any additional educational tasks needed.
- Collaborate with the Adult team to ensure a transition to the right services.
- Work with the short break unit Hafan Y Sêr to create delivery plans for the unit.

#### Supported Living

Close collaboration is seen across health and care services. Day centres offer activities to the individuals supported. Staff provide support in the homes and out in the community to facilitate individuals' ability to be part of a wider community. Llwybrau Lleisiant provide opportunities to socialise and create relationships. Individuals are encouraged to develop skills in all aspects of their lives.

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

I am confident that individuals supported by the Service feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI and health and care professional staff.

Services work in partnership with the social work and health teams to promote all aspects of the safety and well-being of the individuals, working in accordance with safeguarding procedures. There is a commitment to multi-disciplinary working to offer complete and safe services. Staff are trained and developed to work in a person-centred way, ensuring that the support provided is proportionate and enables individuals to fulfil their potential. Staff are experienced and demonstrate awareness of the requirement to ensure the welfare of each individual.

#### Home Care

Staff are trained to report any concerns that arise and how to respond in different circumstances. We build relationships with the individuals and promote an open-door policy and a culture of transparency. There is a clear procedure for 'Whistleblowing' and discussion about safeguarding and lessons to be learnt is encouraged through a supervision regime. We try to create a mindset that prevents abuse of all kinds from happening in the first place.

#### Derwen

Each team member has up-to-date training and competencies to offer children the care and support they need. All employees are registered with CGC and work in accordance with the code of practice. By working closely with the team, parents feel confident to contact them to discuss their concerns or any development in the care package. Children and young people are being looked after and supported in an atmosphere that makes them feel safe and confident in the staff team who provide care and support. There is an open and transparent atmosphere within the service, which gives us confidence that we are offering safe care with the ability to respond appropriately should issues/concerns arise.

#### Supported Living

There is stability in the staffing team and this provides reassurance to individuals that they are safe within and outside their homes and offers families a point of contact. Individuals and their families together with the social work and health services staff collaborate with a mindset of dynamically assessing risk and to promote positive risk taking.

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)	246.03
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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
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	3
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	2
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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)	2
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 to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<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	21
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	2
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

No. of permanent staff	19
No. of Fixed term contracted staff	2
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)	19
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	1

#### Senior social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	4
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	3
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	342
No. of posts vacant	10
<div style="border: 1px solid green; padding: 5px;">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'.</div>	
Induction	1
Health & Safety	76
Equality, Diversity & Human Rights	0
Manual Handling	83
Safeguarding	46

Dementia	9
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<b>Contractual Arrangements</b>	
No. of permanent staff	284
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	56
<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)	9
No. of part-time staff (17-34 hours per week)	257
No. of part-time staff (16 hours or under per week)	20
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	233
No. of staff working towards the required/recommended qualification	63
<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	Hafan Y Sêr
Telephone Number	01766772147
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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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?	<p>- Questionnaires sent out annually to receive feedback.</p> <p>- We receive feedback before any child/young person's stay at the unit. The form asks for any feedback following that individual's previous stay.</p> <p>- Consultation carried out by external company Y Bont. Consultations commissioned as needed.</p>

### 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?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The unit has an outdoor area including playground, sensory garden and block paving patch for children to play on their bikes/scooters. Outdoor instruments. Water and sand activities.
Provide details of any other facilities to which the residents have access	Hafon Lon School outside area including park/courts/yard. Use of accessible bikes on the schoolground too.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Some children have unique electronic devices as a result of a SA LT assessment - we encourage use whilst at Hafan y Sêr.

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.

During my RI visits, I check through our quality control processes for solid evidence to 'satisfy' that the service is successfully listening to the voice of service users as well as gaining the views and input of their parents/carers on our care management. This is fostered using various techniques that ensure our arrangements comply with our Statement of Purpose and vision to provide inclusive and person-centred care.

There is evidence of constant consultation with the children and their parents.

We are satisfied that we manage to do the above by:

Using staff skills, experience and strengths to listen, understand and learn as much as possible about the children's views and wishes during their visits, and we tailor their care and support plans to meet those diverse wellbeing needs. The plan is reviewed and updated between each stay by learning from the child's previous experience, consulting with parents and discussing any issues with the specialist team working around the child. We take time to discuss each child in regular team meetings. The systems for recording, reporting and sharing feedback work effectively and allow us to recognise the child's experiences and adapt the tailoring of our service to suit any changes. As part of these arrangements, we record the opportunities that interest the children and how they benefit from participating.

The training programme provided assists the service to work naturally in a manner that meets the above requirements. We work closely with the Training Department and team members are provided with specialist training and qualifications to develop their competencies and expertise in the field. The opportunities to train our staff in areas such as Operational Support, PCP and PBS are of central importance to the running of our service.

We continue to commission a voluntary company to complete independent visits and report their views on how effectively the service performs and complies with RISCAs regulations. Visits include regular consultation with the individuals involved in running the service, including regular conversations with children and their families. The report contributes to our assessment of quality and the requirements on me as RI in accordance with Regulation 73.

During my visits, I consult the children and observe how we succeed to respond to their needs and wishes. Next to the evidence noted above, this satisfies me that the service succeeds to place children and families at the centre

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Many of the points mentioned in the first statement above also apply to how we measure and ensure that our processes take into account the health, development and wellbeing of our individuals.</p> <p>It is ensured that all staff have the correct and up-to-date training and competencies to offer the children receiving the service the care and support they need. The Statement of Purpose is clear about the types of care needs we can meet, and which are beyond our expertise. This is carefully considered when receiving new referrals and/or as some children's needs change over the time they receive a service from us.</p> <p>We work closely with the MDT when making decisions about each child's suitability to access our service and careful co-planning is undertaken to ensure satisfactory arrangements are in place to enable provision to meet individual care plans.</p> <p>The service complies with Council policies, which lay the foundation and guidance on the range of requirements and expectations that come with ensuring the wellbeing and safety of individuals in a regulated care organisation. The service accepts corporate support from numerous departments within the Council, e.g. Corporate Support, Housing and Property and Learning and Development. This input enables us to effectively implement our work systems and processes while facilitating our day-to-day work arrangements.</p> <p>The service's expertise in creating inclusive and personalised care and support plans is of central importance to enabling us to assess, identify and meet each child's developmental needs individually. During my RI visits, I have the opportunity to monitor a sample of files containing a number of documents that evidence the effectiveness of the service in meeting different aspects related to meeting these needs, e.g. health plans, medication management and administration, manual handling, risk assessment and positive behaviour management and support plans. The files also contain evidence of how the provision uses person-centred models to promote and develop children's wellbeing, intelligence and skills according to their needs.</p> <p>A voluntary company is commissioned to provide an independent overview of our provision of care and support. This process is woven into our quality control arrangements, and I use the feedback from these reports to inform my understanding of how care provision is successfully supporting and promoting children and young people's health, wellbeing and development.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service has robust processes and procedures to ensure we offer a safe environment that protects children and young people from abuse and neglect. We fully comply with the requirements outlined in Regulations 26 and 27 of RISCA.</p> <p>All staff employed within the service are encouraged to read, understand and accept Gwynedd Council's Safeguarding Policies in addition to the Code of Professional Practice for workers in the social care field. The supervision and evaluation process is used to manipulate how these characteristics translate to practice in their daily work and duties. It is also ensured through these processes that staff understand and are encouraged to follow the Whistleblowing Policy if there is any suspicion that a co-worker or manager is behaving inappropriately at work. All staff attend safeguarding training as part of their induction phase, and then refresh these regularly or as changes arise. We also place an emphasis on the characteristics that cause disabled children and young people to be more vulnerable as a result of their needs, and further training is provided around these additional considerations.</p> <p>It is outlined in our Statement of Purpose what action should be taken if there is any suspicion of abuse, and these are in line with the Department for Children and Supporting Families' procedures in general. The template for reporting incidents within the unit encourages staff to consider if any element of what is reported requires further consideration around safeguarding issues and how they should be responded to. There have been no protection issues at the unit this past year. The Annual Quality report expands on how the service handles the safeguarding processes and operates within Safeguarding Procedures Wales and the Social Servicing and Well-being Act. (2014)</p> <p>I am satisfied by my regular visits as RI that the children and young people are looked after and supported in an atmosphere that makes them feel safe and gives them confidence in the staff that provide their care and support. All staff members are experienced and display a high intelligence of the duties on them to protect and safeguard the welfare of all children. There is a sense that there is an open and transparent atmosphere within the service which gives me confidence as an RI that we are successfully and safely providing care with the ability to respond appropriately should issues/concerns arise into the future.</p>



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

The unit is purpose-built for our provision, namely to offer over night care and support and to promote the well-being of the children and young people referred to the service. The resulting accommodation is appropriate to enable us to meet a wide range of physical, practical and sensory needs.

The building and its facilities are safe and comply with the necessary health and safety requirements. We work closely with other departments within the Council, e.g. Property, Health and Safety and Public Protection to receive guidance and support to enable us to comply with these requirements and our practical arrangements are also scrutinised by them as they carry out various checks and observations throughout the year.

The building is held to a high standard of cleanliness and cosmetic condition, and adequate funding is ensured to be allocated to the service for the maintenance purposes of the building and to purchase resources and equipment as the need arises. Funding is also set to purchase equipment and material to suit what is familiar or of interest/comfort to the children attending the unit, with the aim of helping them familiarise themselves to the environment and benefit from participating in activities of their own choosing. What will help them settle and feel at home is identified in children's individual plans, and every effort is made to adjust the bedrooms etc to suit these individual preferences.

The provision has benefited from grant funding to create improvements and acquire additional equipment outside and inside the unit. This added to the opportunities available for children and young people to achieve some of their personal outcomes within the unit space itself. Funding is provided and the importance of providing children and young people with numerous opportunities to participate in events and activities in the community is promoted, as well as the importance of undertaking various tasks and responsibilities with the aim of developing skills and promoting opportunities to gain independence and promote self-confidence.

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)	10.44
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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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### 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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	19
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	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC if convenient.
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	11
<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)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Typical shift patterns in operation for employed staff</div>	
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.	At least two Residential Workers on each shift during day and night cover. Increased staffing levels above this will be arranged in accordance with the needs of individual and groups of children who are staying in the unit during any shift. This is planned in conjunction with the child or young person's Social Worker.
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	2
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	Hafod Mawddach
Telephone Number	01341280053
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

#### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

#### Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Service users can access the garden to the front of the home. They can sit and watch what's going on around them.
Provide details of any other facilities to which the residents have access	<p>We have a hairdressing room in the home.</p> <p>The home is divided to four units and service users can access whichever unit they wish.</p>

#### 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	Body language, gestures

#### 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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.

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.

Based on the information and evidence available, and in particular in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects. I set out below the expected standard and arrangements in place to ensure that people are happy and supported to maintain their ongoing health, development and overall well-being:

These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.

The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.

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

Based on the information and evidence available, and in particular in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects.

I've set out below the expected standard and arrangements in place to ensure that people feel safe and protected from abuse and neglect:

There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.

These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.

It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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) 22.34

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	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
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.	Please see the information provided in relation to care workers.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	26
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	18
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	9
Medicine management	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC for convenience.
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**Contractual Arrangements**

No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	7

**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)	16
No. of part-time staff (16 hours or under per week)	0

**Typical shift patterns in operation for employed staff**

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>This home employs approximately 33 staff.</p> <p>The current staffing structure for the home is as follows  Hafod Mawddach (23 BED RESIDENTIAL)  4 staff covering a 12hour day  3 staff at night on awake duty</p> <p>With the new development extra staff are included in the rota, providing an extra:  2 staff covering a 12hour day  1 staff at night on wake</p>
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**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	4

**Domestic staff**

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

**Filled and vacant posts**

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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)	1
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	2
No. of staff working toward required/recommended qualification	0

Other types of staff

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

#### Service Details

Name of Service	Llys Cadfan
Telephone Number	01654710257
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium

Other languages used in the provision of the service	.
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"><li>- 'Residents' Meetings'</li><li>- Suggestion Boxes</li><li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li><li>- RI conversations with residents of the home</li><li>- The Area Manager's conversations with residents of the home</li></ul>

##### Service Environment

How many bedrooms at the service are single rooms?	33
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?	0
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	Secured garden. Seating facilities. Portable greenhouses.
Provide details of any other facilities to which the residents have access	Hairdressing room. A day centre service is also available at the home.

##### Communicating with people who use the service

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

#### 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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	33.12
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	37
No. of posts vacant	3
<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	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	11
Medicine management	1
Dementia	5
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC for convenience.
<p>Contractual Arrangements</p>	
No. of permanent staff	22
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	14
<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)	12
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 staffing structure at present comprises of 7 care staff during the day  
4 staff are on awake nights who cover both sides of the home.  
Within the dementia unit there is 4 members of staff during the day and 2 at night. On our residential side there is 3 during the day and 2 at night.

Staff Qualifications

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

24

No. of staff working towards the required/recommended qualification

9

Domestic staff

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

4

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

0

Manual Handling

0

Safeguarding

1

Medicine management

0

Dementia

1

Positive Behaviour Management

0

Food Hygiene

0

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

Please see the information provided in relation to care workers.

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

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)	1
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	2
No. of staff working toward required/recommended qualification	1
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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	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)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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	Plas Gwilym
Telephone Number	01286880442
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	24
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>
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Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Enclosed garden with raised flower beds and patio area Front Seating area Path around the home
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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	Audio recordings for the blind, large print etc. Body language and gestures.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22.84
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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

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.

Please see the information provided in relation to care workers.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	32
No. of posts vacant	4

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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC for convenience.
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**Contractual Arrangements**

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	20

**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)	11
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.	Morning shift x 4 staff member Evening shift x 4 staff member Night shift x 3 staff member (We are awaiting confirmation of extra hours for the home)
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**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	8

**Domestic staff**

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

**Filled and vacant posts**

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

#### Catering staff

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

#### Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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	1

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

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

#### Staff Qualifications

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

Other types of staff

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

#### Service Details

Name of Service	Plas Hafan
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Telephone Number	01758720671
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What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	37
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

##### 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?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	6
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	2 gardens 2 patio areas It's possible to walk the paths around the home
Provide details of any other facilities to which the residents have access	Hairdressing room

##### 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 gestures

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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	26.29
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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	0
Equality, Diversity & Human Rights	0
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.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	4
Safeguarding	7
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to AGC for convenience.</p> <p>Oral Care Training</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	18
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	9
<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)	9
No. of part-time staff (17-34 hours per week)	9
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.

At the moment, the staffing structure consists of five members of care staff during the morning shift, and five members of care staff during the evening shift. Four members of staff are awake and working over night.

Staff Qualifications

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

17

No. of staff working towards the required/recommended qualification

5

Domestic staff

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

5

No. of posts vacant

0

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

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

Induction

0

Health & Safety

0

Equality, Diversity & Human Rights

0

Infection, prevention & control

0

Manual Handling

0

Safeguarding

0

Medicine management

0

Dementia

0

Positive Behaviour Management

0

Food Hygiene

0

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

Please see the information provided in relation to care workers.

Contractual Arrangements

No. of permanent staff

4

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

1

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<b>Contractual Arrangements</b>	
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	1
No. of staff working toward required/recommended qualification	0

### Other types of staff

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

### Service Details

Name of Service	Plas Hedd
Telephone Number	01248351827
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	One outside area for the dementia unit, another outside area being developed as part of the new dementia unit and one patio area near the residential unit needing work
Provide details of any other facilities to which the residents have access	Hairdressing room. A day centre service is also available within the home.

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 gestures

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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



<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	30.46
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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)	1
No. of part-time staff (17-34 hours per week)	1
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.

Please see the information provided in relation to care workers.

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
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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	48
No. of posts vacant	3

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

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

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	6
Safeguarding	3
Medicine management	5
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
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**Contractual Arrangements**

No. of permanent staff	30
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	18

**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)	25
No. of part-time staff (16 hours or under per week)	4

**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.	At the moment, the staffing structure consists of four care staff members during the morning shift and 3 members of staff during the evening shift. Four members of staff work overnight.
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**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	33
No. of staff working towards the required/recommended qualification	5

**Domestic staff**

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

**Filled and vacant posts**

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

#### Catering staff

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

#### Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0



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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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

#### Staff Qualifications

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

Other types of staff

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

#### Service Details

Name of Service	Plas Maesincla
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Telephone Number	01286672507
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What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

##### Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Patio area to rear with garden benches. Grassed area with shrubs and trees.
Provide details of any other facilities to which the residents have access	Hairdressing room.

##### 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 gestures

#### 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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	28.01
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

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

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

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

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



Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	35
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	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	13
Safeguarding	7
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<p>Contractual Arrangements</p>	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	16
<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)	4
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<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.</p>	<p>At the moment, the staffing structure consists of five members of care staff during the morning shift and five during the evening shift. 3 members of staff are on awake duty overnight.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>28</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>6</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>3</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>0</p>
<p>Health &amp; Safety</p>	<p>0</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>0</p>
<p>Infection, prevention &amp; control</p>	<p>0</p>
<p>Manual Handling</p>	<p>0</p>
<p>Safeguarding</p>	<p>0</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Please see the information provided in relation to care workers.</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>1</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Plas Ogwen
Telephone Number	01248600752
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	37
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### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	There is a garden to the front and rear of the building, with numerous small spaces to sit outside.
Provide details of any other facilities to which the residents have access	0

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	Body language and gestures

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>

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

I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.

These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.

It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	25.13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		



No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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.

Please see the information provided in relation to care workers.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	23
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	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	1
Medicine management	7
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
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Contractual Arrangements	
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No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
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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.	At the moment the staffing structure consists of four care staff during the morning shift and four care staff during the evening shift. Three members of staff work overnight.
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Staff Qualifications	
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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	7

Domestic staff	
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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.	
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Filled and vacant posts	
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No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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)	1
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	0

#### Catering staff

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

#### Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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

#### Staff Qualifications

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

Other types of staff

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

#### Service Details

Name of Service	Plas Pengwaith
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Telephone Number	01286870360
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What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### 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?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>

##### 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?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Seating area around the front. Conservatory. Enclosed side garden with shrubs, greenhouse and herb garden. Access around the building.
Provide details of any other facilities to which the residents have access	Hairdressing room

##### 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 gestures

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.

I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.

'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.

The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	20.24
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

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

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

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

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	26
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	4
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<p>Contractual Arrangements</p>	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	10
<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)	13
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	At the moment the staffing structure consists of four care staff during the morning shift and four care staff during the evening shift. Three members of staff work overnight.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	6
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	3
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
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	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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	1
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Plas Y Don
Telephone Number	01758612123
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	48
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### 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



<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> <li>- 'Residents' Meetings'</li> <li>- Suggestion Boxes</li> <li>- Questionnaires for residents, families / representatives, professionals / commissioners and staff</li> <li>- RI conversations with residents of the home</li> <li>- The Area Manager's conversations with residents of the home</li> </ul>
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#### Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
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	Patio area. Allotment garden. Footpath around the home.
Provide details of any other facilities to which the residents have access	Hairdressing room. The home also has a day centre service.

#### Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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 gestures

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating and are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.</p>

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

I'm confident that our residents feel safe and protected from abuse and neglect. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.

There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.

These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.

It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.

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

I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.

We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.

Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.

Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.

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)	23.50
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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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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
<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	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No

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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
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.	Please see the information provided in relation to care workers.
<b>Staff Qualifications</b>	
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 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.	
<b>Filled and vacant posts</b>	
No. of staff in post	28
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	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	8
Safeguarding	2
Medicine management	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<b>Contractual Arrangements</b>	
No. of permanent staff	19
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	9
<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)	17
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.	At the moment the staffing structure consists of four care staff during the morning shift and four care staff during the evening shift.  Three members of staff work overnight.
<p>Staff Qualifications</p>	
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	2
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<p>Contractual Arrangements</p>	



No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
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	Tan Y Marian
Telephone Number	01758613810
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### 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?	The majority of Tan y Marian's residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and follow Positive Behaviours Support to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspects of the home's service provision that affects them. In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain individuals' views and to check their preferences. Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are central to the planning to meet their care and well-being needs.
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#### Service Environment

How many bedrooms at the service are single rooms?	9
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?	3
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	Patio leading out of the conservatory. Footpaths around the garden. Spaces to sit all around the building.
Provide details of any other facilities to which the residents have access	.

#### 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	Yes
List 'Other' forms of non-verbal communication used	Signs that are personal to individuals

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The majority of Tan y Marian's residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and follow Positive Behaviours Support to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspects of the home's service provision that affects them. In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain individuals' views and to check their preferences.</p> <p>Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are central to the planning to meet their care and well-being needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are happy and are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and if they are receiving the support they need.</p> <p>The majority of individuals living in Tan y Marian receive 1:1 support and are encouraged to take part in activities of their choice including joining the various opportunities available through Llwybrau Llesiant - the county wellbeing service for learning disability in Gwynedd. Significant emphasis is placed on working closely with the individuals' family as well as the Social Work Team and our colleagues in the Health Service. Tan y Marian has a history and evidence of working in partnership with relevant agencies for the benefit of the individuals supported. Working arrangements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effort made to refer on to the GP and to the specialist learning disability services including the health team if required.</p> <p>Within the home, every effort is made to plan opportunities and activities around the "bespoke" aspirations of the individuals with some attending various day opportunities at Y Gwystl or activities with the support of the staff.</p> <p>Over the past few months, the home has collaborated effectively with Llwybrau Llesiant. Individuals have opportunities to experience new activities and benefit from socialising locally in the Pwllheli area and more widely while attending the events and activities.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>There is a happy and comfortable atmosphere in Tan y Marian. That is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physical and emotional well-being of the residents. Through constant observation and efforts to communicate effectively with the individuals and their families there can be a high level of confidence that individuals feel safe at home. There is a culture of dynamic risk assessment and positive risk assessment within the home and this provides a solid basis to ensure the safety of individuals in various situations.</p> <p>The home promotes contact between individuals and their families by working in partnership. There is close collaboration between Tan y Marian and the Learning Disability Team. The manager and staff identify any need for a specialist service e.g. OT, Health assessment and work effectively as part of a multi-disciplinary team to optimise staff skills to create a safe and comfortable environment for residents. As residents get older, their health needs can be more complex. Staff are dedicated and caring and are experienced in supporting individuals who have spent long periods of time in hospital. They re-assess risks and support and optimise staff skills so that they can be ensured a safe and comfortable environment after returning to the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I am confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The home is committed to working with individuals to promote their independence and staff are trained to pay appropriate attention to that and to adopt the right mindset in supporting them. Over the past year, the service has supported one individual to progress to live in a house with support in the community. Staff work towards developing and maintaining individuals' independence skills and enable them to do as much as possible for themselves in the home and in their activities outside the home. There is a comfortable and pleasant atmosphere in the home with residents included in all activities that take up space. The staff team benefits from the support and expertise of a complex and intensive needs team (PBS) to develop an individual PBS plan for individuals.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>19.90</p>

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

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

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

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

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

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
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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Please see information presented in relation to social care workers.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	25
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	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<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	10
<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)	4
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3
<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.	There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15pm. The afternoon shift starts at 3pm ensuring staff have time to share information. The afternoon shift is a 7 hour shift until 10pm with 3 or 4 care workers on this shift. During night time hours (9.45pm-7.30am) there will be two awake members of staff with the support of one member of staff sleeping in. The home has the support of kitchen staff daily (one full time and one part time) and a domestic assistant works 19.5 hours a week.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	6
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	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.	Please see the information provided in relation to care workers.
<b>Contractual Arrangements</b>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
<b>Contractual Arrangements</b>	
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)	1
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	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Y Frondeg
Telephone Number	01286674888
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	795.90
The maximum weekly fee payable during the last financial year?	795.90

##### 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?	The majority of Frondeg residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and follow Positive Behaviours Support to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspects of the home's service provision that affects them. In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain individuals' views and to check their preferences. Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are central to the planning to meet their care and well-being needs.

#### Service Environment

How many bedrooms at the service are single rooms?	10
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?	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	Patio Large garden 2 swings to the rear
Provide details of any other facilities to which the residents have access	There is a part of the building that is apart from the home and is available to service users. In this part of the building there is a cooking room, an arts and crafts room and a pamper room.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather views and the visits of the RI, Area Managers and professional health and care staff.</p> <p>The majority of Frondeg residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and follow Positive Behaviours Support to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspect of the home's service provision that affects them. In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain individuals' views and to check their preferences.</p> <p>Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are central to the planning to meet their care and well-being needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are happy and are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need.</p> <p>The majority of individuals living in Frondeg receive 1:1 support and are encouraged to take part in activities of their choice including joining the various opportunities available through Llwybrau Llesiant – the county wellbeing service for learning disability services in Gwynedd. Significant emphasis is placed on working closely with the individuals' family as well as the Social Work Team and our colleagues in the Health Service. Y Frondeg has a history and evidence of working in partnership with relevant agencies for the benefit of the individuals supported. Working arrangements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effort made to refer on to the GP and to the specialist learning disability services including the health team if required.</p> <p>Within the home, every effort is made to plan opportunities and activities around the "bespoke" aspirations of the individuals with some attending various day opportunities or activities with the support of the staff. Over the past few months the home has collaborated effectively with Llwybrau Llesiant. Individuals have opportunities to experience new activities and benefit from socialising locally in the Caernarfon area and more widely while attending the events and activities.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>There is a happy and comfortable atmosphere at Y Frondeg. That is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physical and emotional well-being of the residents. Through constant observation and efforts to communicate effectively with the individuals and their families, there can be a high level of confidence that individuals feel safe at home. There is a culture of dynamic risk assessment and positive risk assessment within the home and this provides a solid basis to ensure the safety of individuals in various situations.</p> <p>The home promotes contact between individuals and their families by working in partnership. There is close collaboration between Frondeg and the Learning Disability Team. The manager and staff identify any need for a specialist service e.g. OT, Health assessment and work effectively as part of a multi-disciplinary team to optimise staff skills to create a safe and comfortable environment for residents. As residents get older, their health needs can be more complex. Staff are dedicated and caring and are experienced in supporting individuals who have spent long periods of time in hospital. They re-assess risks and support and optimise staff skills so that they can be ensured a safe and comfortable environment after returning to the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I am confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The home is committed to working with individuals to promote their independence and staff are trained to pay appropriate attention to that and to adopt the right mindset in supporting them. Over the past year, the service has supported one individual to progress to live in a house with support in the community. Staff work towards developing and maintaining individuals' independence skills and enable them to do as much as possible for themselves in the home and in their activities outside the home. There is a comfortable and pleasant atmosphere in the home with residents included in all activities that take up space. The staff team benefits from the support and expertise of a complex and intensive needs team (PBS) to develop an individual PBS plan for individuals.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>39.39</p>

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

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

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



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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

#### 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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
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.	Please see the information provided in relation to care workers.
<b>Staff Qualifications</b>	
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 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.	
<b>Filled and vacant posts</b>	
No. of staff in post	63
No. of posts vacant	3
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	13
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	17
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include those who have attended face-to-face training. We have a broad and diverse e-learning programme to support the learning and development of our staff in the care field. All new staff fully carry out their induction through e-modules and there are over 3,000 e-module learning records across our registered services during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabetes or epilepsy, language awareness and the More than just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality, person-centred values, duty of care and much more. It would not be possible to upload all of this information to the CIW system but a list of the e-learning records in their entirety will be provided to CIW for convenience.
<b>Contractual Arrangements</b>	
No. of permanent staff	31
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	32
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)	18
No. of part-time staff (17-34 hours per week)	11
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.	The staffing structure at present compromises of 5 care staff during the morning shift and 5 care staff during the evening shift.  2 x staff are on awake nights and 1 x staff Sleep In. Manager works 5 days out of 7, hours vary according to the needs of Frondeg.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	46
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.

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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
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	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No