Provider Information to be published

2023.	completed for you. There are no actions	t this provider and its associated services on the 31st March s to complete. This information displayed will be included in the	
Provider name:		Gwynedd Council Adults and Children's Services	
		16/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Bryn Blodau		
were:	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	
	Managar(a)	Kotov MoMullon	

Manager(s)

Maximum number of places

Service Conditions

Katey McMullen

There are no conditions associated to this service

33

Ras 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

Ras 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

Ras 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

Plas Maesincla	
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

Plas 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

Plas Pengwaith	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/09/2019
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Responsible Individual(s)	Aled Davies
Manager(s)	Lorraine Powell
Maximum number of places	31
Service Conditions	There are no conditions associated to this service

Ras 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 ne eds around November. We then planned based on the informatio n from the needs analysis process and information gathered thro ugh complaints processes and discussions with services. The prio rities of the Social Care Workforce Development Grant also had t o 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 Office r 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 R egional Care Careers Coordinator on national and regional camp aigns. We hold regular recruitment meetings to drive the action pl an forward. Further information about our efforts is available on r equest 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	60
support to during the last financial year?	

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 w ere used: - 'Residents' Meetings' - Suggestion Boxes - Questionnaires for residents, families / representatives, professi onals / 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 pr	ovision 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 $\underline{\text{guidance}}$ on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet 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 statem ent of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

We seek to ensure that we have the right environment for our r esidents, 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 addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0

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	
	T _V
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that macan be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
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 are 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 fixe	d 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

qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
Training undertaken during the last financial year	
	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transcription outlined above'.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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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		
	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
type? Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise	
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Important: All questions in this section relate sp stated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is	
Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that much can be added to 'Please outline any additional not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0	
Important: All questions in this section relate sp stated, the information added should be the postated, the information added should be the postated, the information added should be the postated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year second se	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0	
Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that much can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0 0	
Important: All questions in this section relate sp stated, the information added should be the postated, the information added should be the postated, the information added should be the postated, the information added should be the postated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yet set out the number of staff who undertook release provided is only a sample of the training that may can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0 0 2	
Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that mucan be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0 0 0 0 0	
Important: All questions in this section relate sp stated, the information added should be the postated, the information added should be the postated, the information added should be the postated, the information added should be the postated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yet set out the number of staff who undertook release provided is only a sample of the training that make can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 49 1 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0 0 1 1 1 1 1 1 1 1 1	

Please outline any additional training undertaken Please note that the numbers above only include th ose who have attended face-to-face training. We h pertinent to this role which is not outlined above. ave a broad and diverse e-learning programme to support the learning and development of our staff i n the care field. All new staff fully carry out their ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles speci fically listed by AGC, those modules include awaren ess courses on various conditions such as diabete s or epilepsy, language awareness and the More th an just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality , person-centred values, duty of care and much mo re. It would not be possible to upload all of this infor mation to the CIW system but a list of the e-learnin g records in their entirety will be provided to AGC f Contractual Arrangements No. of permanent staff 30 No. of Fixed term contracted staff 0 No. of volunteers 0 1 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 19 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 15 No. of part-time staff (17-34 hours per week) 14 1 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The current staffing structure for the home is as foll at the service in this role type. You should also include the average number of staff working in Bryn Blodau (24 BED RESIDENTIAL) each shift. - 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 ou r present staffing shortage but this has only been d one as a last resort. 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 increas ed to three staff over both floors) The manager works 5 days a week with hours to be st meet the needs of the home and individuals livin q there. Staff Qualifications No. of staff who have the required qualification to 33 be registered with Social Care Wales as a social care worker 2 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this Yes type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant	1	
Of posts vacant	'	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 c are 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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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	
	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 c are 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	Cefn Rodyn
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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	
	<u> </u>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
capped to an initial form	

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 views and feedback of our residents are key to identifying wh at 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. 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?	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) a long 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	Identify ar	ny non-verbal	communication	methods u	ised in the	provision	of the service
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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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Suggesti on Box). Another method used is questionnaires to gather the v iews of residents, families, professionals, commissioners, and st aff. 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 | 27.33 31 March)

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

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

Staff Type

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

2

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction 2 Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 0 Safeguarding 0 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff 2 No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 0 No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

type?	
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	35
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that the not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 the ose 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 including through e-modules and there are over 3,000 e-module learning records across our registered so rvices during 2022-23. In addition to the titles specifically listed by AGC, those modules include awareless courses on various conditions such as diabete so repilepsy, 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.
Contractual Arrangements	
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
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	

No of part-time staff (17-34 hours per week)	140
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
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 includes four members of care staff during the morning shift and three members of care staff in the evening shift. The staff members work overnight. The manager works five days out of seven, with the bound of the
	hours varying depending on the needs of the home.
Staff Qualifications	
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
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Ettle discontinues (C. 1)	
Filled and vacant posts	
No. of staff in post	2
	2
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ar for this role type. and training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 0 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 0 0 0 0 0
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No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 0 0 0 0 0 Please see the information provided in relation to one and training undertaken.

0		
0		
0		
0		
d term contact staff by hours worked per week.		
2		
0		
0		
Staff Qualifications		
2		
0		
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	37
support to during the last financial year?	

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 r eviews. Please see Compliance Statement for further information.

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	Signs that are personal to individuals

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.

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 pro mote 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 sta ff, 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.

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 ha ppy and supported to maintain their health, development and o verall 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.

The Scheme and the Learning Disability Service receives positive feedback from individuals, families, enablers and profession al officers confirming that individuals living within the scheme receive support to promote their health and well-being. There is a lso 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.

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

I am confident that individuals supported by the Service feel saf e and protected from abuse and neglect. This statement is mad e on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather the views and visits of the RI, Area Managers a nd professional health and care staff.

Enablers receive safeguarding training and are fully aware of the protocol to report any concern or incident. Similarly, the mana ger and officers share information in a timely manner with the S ocial Work team/Safeguarding Team if any issue of concern ari ses. We encourage transparency and close collaboration amon gst 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.

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

Number of posts and staff turnover

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

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

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 posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list provided is only a sample of the training that may have been undertacan be added to 'Please outline any additional training undertaken p not outlined above'. Induction O	aken. Any training not listed pertinent for this role which is	
Set out the number of staff who undertook relevant training. The list provided is only a sample of the training that may have been underted can be added to 'Please outline any additional training undertaken proto outlined above'. Induction Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	aken. Any training not listed pertinent for this role which is	
Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	inagers.	
Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	inagers.	
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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. 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	nagers.	
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. 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	inagers.	
Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff	inagers.	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	inagers.	
Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff	inagers.	
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No. of Non-guaranteed hours contract (zero hours) ostaff		
staff		
Outline below the number of permanent and fixed term contact staff No. of full-time staff (35 hours or more per week) 1	by hours worked per week.	
No. of part-time staff (17-34 hours per week) 0		
No. of part-time staff (16 hours or under per week) 0		
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager		
Deputy service manager		
Does your service structure include roles of this type?		
Other supervisory 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	
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	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	1	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
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	
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?	No	
Other types of staff		
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
	LIVING & DERVVEN

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

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?	Derwen: - Review held of each case every 6 months. An opportunity to pro vide feedback. - Questionnaires sent out to parents and service users on a quart erly basis. - Opportunity for parents to join the Derwen Management Team to take part in the meeting and provide feedback. - Use of 'Facebook' - sharing relevant events and information. Individuals can also send comments by message. Housing and Support: - Questionnaires for service users, staff, families and professional s. - Visits and discussions with service users, their case managers and other relevant professionals. - Advocacy service reviews. Home Care: 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. 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.

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 $\underline{\text{guidance}}$ on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 imp ortant to the individuals. By engaging throughout, care packag es can be created and reviewed that meet the needs of individu als and their families. Collaborative conversations are a founda tion for agreeing and adapting care plans. We use quality revie ws 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 th e individuals, friends, family or professionals is welcome. Effort i s made to visit new service users in their home in advance, to meet them and their family/individuals relevant to their care pro vision and the development of their Personal Plan. Staff receive training on dignity, respect, equality and diversity. There is a co mmitment to promoting individual wellbeing, voice and control w hile supporting and keeping them safe.

Derwen

Different modes of communication are used e.g MAKATON, BS L, PECS to ensure that the child's voice is heard and guides th e 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 r espond 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 qualit y, 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 app which is used to maximise individual participation and measure outcomes. The service works closely with families and advocacy services which is a 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 ha ppy and supported to maintain their health, development and o verall 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 ar rangements 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 asse ssments 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 wish es.

Derwen

The integrated team has expertise to create inclusive and pers onalised care and support plans. This allows us to assess, iden tify and meet each child's developmental needs. File monitoring evidences the effectiveness of the service to greet these needs , e.g. health plans, movement and treatment, risk assessment a nd management plans and supporting positive behaviour. They also evidence how the provision uses person-centred models t o 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 activitie s in the community
- -Input into the child's IDP plan and help the children with any ad ditional educational tasks needed.
- -Collaborate with the Adult team to ensure a transition to the rig ht services.
- -Work with the short break unit Hafan Y Sêr to create delivery p lans for the unit.

Supported Living

Close collaboration is seen across health and care services. D ay centres offer activities to the individuals supported. Staff pro vide support in the homes and out in the community to facilitate individuals' ability to be part of a wider community. Llwybrau Lle siant provide opportunities to socialise and create relationships . Individuals are encouraged to develop skills in all aspects of t heir lives.

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

I am confident that individuals supported by the Service feel saf e and protected from abuse and neglect. This statement is mad e on the basis of the information and evidence presented throu gh the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of methods to engage a nd gather the views and visits of the RI and health and care pro fessional staff.

Services work in partnership with the social work and health tea ms to promote all aspects of the safety and well-being of the in dividuals, working in accordance with safeguarding procedures. There is a commitment to multi-disciplinary working to offer com plete and safe services. Staff are trained and developed to wor k in a person-centred way, ensuring that the support provided i s proportionate and enables individuals to fulfil their potential. S taff are experienced and demonstrate awareness of the require ment to ensure the welfare of each individual.

Home Care

Staff are trained to report any concerns that arise and how to r espond in different circumstances. We build relationships with t he 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 m indset that prevents abuse of all kinds from happening in the fir st 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 I ooked 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 reassura nce to individuals that they are safe within and outside their ho mes 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 as sessing 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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training	ant training. The list of training categories
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.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes

Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant	0	
	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	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 c are 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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	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	
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	21	
No. of posts vacant	0	
	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	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 c are 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 fixe	d 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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
	
No. of staff in post	4
No. of posts vacant	0

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

No. of staff working towards the required/recommended qualification

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'.

	T	
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 c are workers.	
Contractual Arrangements		
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	
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)	1	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3	
No. of staff working towards the required/recommended qualification	1	
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	342	
No. of posts vacant	10	
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'.		
provided is only a sample of the training that ma can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed	
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provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 76	
provided is only a sample of the training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training that macan be added to 'Please outline any additional training traini	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 76	
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 76	

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 the ose 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.	
Contractual Arrangements		
Contractual Arrangements		
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	
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)	9	
No. of part-time staff (17-34 hours per week)	257	
No. of part-time staff (16 hours or under per week)	20	
Staff Qualifications		
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	
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	Hafan Y Sêr
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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?	 Questionnaires sent out annually to receive feedback. We receive feedback before any child/young person's stay at the unit. The form asks for any feedback following that individual's p revious stay. Consultation carried out by external company Y Bont. Consultations commissioned as needed.

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 gard en and block paving patch for children to play on their bikes/scoot ers. 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 processe s for solid evidence to 'satisfy' that the service is successfully lis tening 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 arrange ments comply with our Statement of Purpose and vision to provide inclusive and person-centred care.

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

We are satisfied that we manage to do the above by: Using staff skills, experience and strengths to listen, understan d and learn as much as possible about the children's views and wishes during their visits, and we tailor their care and support pl ans to meet those diverse wellbeing needs. The plan is reviewe d and updated between each stay by learning from the child's p revious experience, consulting with parents and discussing any issues with the specialist team working around the child. The te am take time to discuss each child in regular team meetings. The systems for recording, reporting and sharing feedback work e ffectively 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 na turally 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 in dependent visits and report their views on how effectively the service performs and complies with RISCA 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 suc ceed to respond to their needs and wishes. Next to the evidenc e noted above, this satisfies me that the service succeeds to pl ace children and families at the centre

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.

Many of the points mentioned in the first statement above also apply to how we measure and ensure that our processes take i nto account the health, development and wellbeing of our individuals

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.

We work closely with the MDT when making decisions about ea ch child's suitability to access our service and careful co-planni ng is undertaken to ensure satisfactory arrangements are in pl ace to enable provision to meet individual care plans.

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 corpor ate 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.

The service's expertise in creating inclusive and personalised c are and support plans is of central importance to enabling us to assess, identify and meet each child's developmental needs ind ividually. During my RI visits, I have the opportunity to monitor a sample of files containing a number of documents that evidenc e the effectiveness of the service in meeting different aspects r elated to meeting these needs, e.g. health plans, medication m anagement and administration, manual handling, risk assessment and positive behaviour management and support plans. The files also contain evidence of how the provision uses person-ce ntred models to promote and develop children's wellbeing, intell igence and skills according to their needs.

A voluntary company is commissioned to provide an independe nt overview of our provision of care and support. This process i s woven into our quality control arrangements, and I use the fe edback from these reports to inform my understanding of how c are provision is successfully supporting and promoting children and young people's health, wellbeing and development.

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

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.

All staff employed within the service are encouraged to read, u nderstand and accept Gwynedd Council's Safeguarding Policie s 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.

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 wi th the Department for Children and Supporting Families' proced ures in general. The template for reporting incidents within the unit encourages staff to consider if any element of what is repor ted require further consideration around safeguarding issues a nd how they should be responded to. There have been no prot ection issues at the unit this past year. The Annual Quality report expands on how the service handles the safeguarding proces and operates within Safeguarding Procedures Wales and the Social Servicing and Well-being Act. (2014)

I am satisfied by my regular visits as RI that the children and yo ung people are looked after and supported in an atmosphere t hat makes them feel safe and gives them confidence in the staf f that provide their care and support. All staff members are exp erienced 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 ap propriately should issues/concerns arise into the future.

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 chil dren and young people referred to the service. The resulting a ccommodation 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 nece ssary health and safety requirements. We work closely with oth er departments within the Council, e.g. Property, Health and Sa fety and Public Protection to receive guidance and support to e nable us to comply with these requirements and our practical ar rangements 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 cosm etic 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. Fun ding 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 aquire 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 opport unities 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

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

0

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 0 Safeguarding 0 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 1 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
	ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that make can be added to 'Please outline any additional training that outlined above'.	ant training. The list of training categories
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 ose who have attended face-to-face training. We ave a broad and diverse e-learning programme to support the learning and development of our staff n the care field. All new staff fully carry out their in uction through e-modules and there are over 3,00 e-module learning records across our registered s rvices during 2022-23. In addition to the titles spe fically listed by AGC, those modules include aware ess courses on various conditions such as diabeted so or epilepsy, language awareness and the More an just Words active offer, end-of-life care, menta health awareness, well-being and nutrition, equalify, person-centred values, duty of care and much more. It would not be possible to upload all of this infilmation to the CIW system but a list of the e-learning records in their entirety will be provided to AGC or convenience.
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	11

	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	At least two Residential Workers on each shift during day and night cover. Increased staffing levels ab ove this will be arranged in accordance with the needs of individual and groups of children who are st aying in the unit during any shift. This is planned in conjunction with the child or young person's Social Worker.
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	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?	The views and feedback of our residents are key to identifying wh at 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. 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?	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	We have a hairdressing room in the home. The home is divided to four units and service users can access w hichever unit they wish.

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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 partic ular in relation to monitoring and governance, RI visits and rece nt audit findings, I believe there is scope to strengthen the arra ngements 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 he alth, development and overall well-being:

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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 partic ular in relation to monitoring and governance, RI visits and rece nt 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 p lace 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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

Does your service structure include roles of this ype?	Yes
	pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook releprovided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'.	vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
nduction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
nfection, 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 are workers.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff	

0

0

No. of full-time staff (35 hours or more per week)

No. of part-time staff (17-34 hours per week)

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

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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	Yes	
type?		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
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		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to c are 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
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
·	1
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year	0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that markets.	or for this role type. ant training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transtruction outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 1
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to the provided is only a sample of the training that may can be added to 'Please outline any additional transtruction and the safety Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 1 1
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to the provided is only a sample of the training that may can be added to 'Please outline any additional transtruction to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 1 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transtruction outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 1 0 0 0 0 1 1 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 1 0 0 Please see the information provided in relation to
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to the provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training undertaken pertinent to this role which is not outlined above.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 1 0 0 Please see the information provided in relation to
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to some added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 1 0 0 Please see the information provided in relation to are workers.
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation to the provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training training training training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 0 Please see the information provided in relation to are workers.

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 c are 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		
Other social care workers providing direct care		
Other social care workers providing direct care Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate specific services are serviced in the section related to the section related t	Yes pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate specific services are serviced in the section related to the section related t	pecifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the po	pecifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that me provided is only a sample of the training t	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year. 26 1 ear for this role type.	
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Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that means the added to 'Please outline any additional not outlined above'.	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed I training undertaken pertinent for this role which is	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial your set out the number of staff who undertook releprovided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that means to added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial your set out the number of staff who undertook releprovided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18 0	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that means be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18 0 0 0	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial your set out the number of staff who undertook releprovided is only a sample of the training that not outlined above. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18 0 0 5	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that mean be added to 'Please outline any additional	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18 0 0 5 9	
Does your service structure include roles of this type? Important: All questions in this section relate systated, the information added should be the positive stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that mean be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	pecifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 26 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 18 0 0 5 9 7	

Please outline any additional training undertaken Please note that the numbers above only include th pertinent to this role which is not outlined above. ose who have attended face-to-face training. We h ave a broad and diverse e-learning programme to support the learning and development of our staff i n the care field. All new staff fully carry out their ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles speci fically listed by AGC, those modules include awaren ess courses on various conditions such as diabete s or epilepsy, language awareness and the More th an just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equality , person-centred values, duty of care and much mo re. It would not be possible to upload all of this infor mation to the CIW system but a list of the e-learnin g records in their entirety will be provided to AGC f Contractual Arrangements No. of permanent staff 19 No. of Fixed term contracted staff 0 No. of volunteers 0 1 No. of Agency/Bank staff 7 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 This home employs approximately 33 staff. at the service in this role type. You should also include the average number of staff working in The current staffing structure for the home is as foll each shift. ows Hafod Mawddach (23 BED RESIDENTIAL) 4 staff covering a 12hour day 3 staff at night on awake duty With the new development extra staff are included i n the rota, providing an extra: 2 staff covering a 12hour day 1 staff at night on wake Staff Qualifications No. of staff who have the required qualification to 20 be registered with Social Care Wales as a social care worker 4 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this Yes Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts 1 No. of staff in post

No. of posts vacant	2
not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed braining undertaken pertinent for this role which is
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 c are workers.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
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 c are 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

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	0
qualification	

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		
That is of octivity	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	

Service Provision

People Supported

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

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 views and feedback of our residents are key to identifying wh at 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. 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?	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 metho	ods used in the prov	vision 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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Suggesti on Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and st aff. 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 | 33.12 31 March)

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

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

Staff Type

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

0

Filled and vacant posts

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 0 Safeguarding 0 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
	0
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to are 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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 are 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	37	
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	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 to ose 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 inuction through e-modules and there are over 3,00 e-module learning records across our registered size rvices during 2022-23. In addition to the titles specifically listed by AGC, those modules include aware essicourses on various conditions such as diabeted so repilepsy, language awareness and the More to an just Words active offer, end-of-life care, mental health awareness, well-being and nutrition, equalities, 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.	
Contractual Arrangements		
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	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11	
No. of part-time staff (17-34 hours per week)	12	

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 car e 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 si de 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 c are 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.		
Outline below the number of permanent and fixed term contact stall 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	
qualification		
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 Set out the number of staff who undertook relevant	ant training. The list of training categories	
Set out the number of staff who undertook relevant provided is only a sample of the training that ma	ant training. The list of training categories	
Set out the number of staff who undertook relevant provided is only a sample of the training that macan be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed	
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional training the description of outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional transformation outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Set out the number of staff who undertook relevance provided is only a sample of the training that matcan be added to 'Please outline any additional transformation of outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
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Set out the number of staff who undertook relevative provided is only a sample of the training that material can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0	
Set out the number of staff who undertook relevative provided is only a sample of the training that matcan be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0	
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Set out the number of staff who undertook relevative provided is only a sample of the training that material can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 1 0 0 1	
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Set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional trainition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 1 0 1 Please see the information provided in relation to care workers.	
Set out the number of staff who undertook relevative provided is only a sample of the training that material can be added to 'Please outline any additional trainition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 1 0 0 1 Please see the information provided in relation to care workers.	
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Set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional trainition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 1 0 0 1 Please see the information provided in relation to care workers.	

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	24
support to during the last financial year?	

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

The views and feedback of our residents are key to identifying wh at 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.

During the last financial year the following consultation methods w ere used:

- 'Residents' Meetings'
- Suggestion Boxes
- Questionnaires for residents, families / representatives, professi onals / 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?	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

Identify any non-verbal communication methods used in the pr	ovision of the service
	I
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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet 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 statem ent of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

We seek to ensure that we have the right environment for our r esidents, 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 addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to 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 are 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
	ed term contact staff by hours worked per week.
Outline below the number of permanent and fixe	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	1
	0

No. of staff who have the required qualification to	0
be registered with Social Care Wales as a Service Manager	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
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 are 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
F 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Training undertaken during the last financial year	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transcription of outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transport outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transport outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional transtruction and the staff of the training that may can be added to 'Please outline any additional transtruction above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transformer of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevation in the provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 1
Training undertaken during the last financial year Set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 1 0 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken and outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 1 0 0 0 1 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken and outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 1 0 0 Please see the information provided in relation to
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 1 0 0 Please see the information provided in relation to
Training undertaken during the last financial year Set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 Please see the information provided in relation to are workers.
Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training and outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 1 0 0 Please see the information provided in relation to are workers.
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 Please see the information provided in relation to are workers.

Outline below the number of permanent and fixe	
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	
Other social care workers providing direct care	
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the pos	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate sp stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate sp stated, the information added should be the post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevance provided is only a sample of the training that many states.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type.
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to the staff who undertook relevations are suppo	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Important: All questions in this section relate speciated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4 0
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial yet set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type. yant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4 0 0
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. arat training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4 0 0 1
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 32 4 ar for this role type. yant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4 0 0 1
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation be added to 'Please outline any additional that not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 4 0 0 1 0 2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please note that the numbers above only include th ose 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 ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles specifically listed by AGC, those modules include awaren ess courses on various conditions such as diabete s 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 mo re. 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.
Contractual Arrangements	
No. of normanant staff	12
No. of permanent staff 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)	20
staff	
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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)
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
1342dai10001111101111001 qualiinoatioi1	
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
The state of the s	

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 0 Health & Safety Equality, Diversity & Human Rights 0 0 Infection, prevention & control Manual Handling 0 0 Safeguarding Medicine management 0 0 Dementia Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. Contractual Arrangements No. of permanent staff 3 No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) 3 0 No. of part-time staff (16 hours or under per week) Staff Qualifications 2 No. of staff who have the required qualification No. of staff working toward required/recommended 0 qualification Catering staff Yes Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

0

Filled and vacant posts

No. of staff in post

No. of posts vacant

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 Equality, Diversity & Human Rights 0 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 0 No. of volunteers No. of Agency/Bank staff 0 1 No. of Non-guaranteed hours contract (zero hours) Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification 2 0 No. of staff working toward required/recommended qualification

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

Other types of staff

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

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 views and feedback of our residents are key to identifying wh at 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. 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?	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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 | 26.29 31 March)

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

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

Staff Type

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

0

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 0 Safeguarding 0 1 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 0 No. of part-time staff (17-34 hours per week) 1 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that make can be added to 'Please outline any additional training that outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
	0
Positive Behaviour Management 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 are 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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Please see the information provided in relation to are 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

Door your corving of motors include with a fifth.	Yes
Does your service structure include roles of this type?	res
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	27
No. of posts vacant	1
Training undertaken during the last financial year. Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories y have been undertaken. Any training not listed
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.	Please note that the numbers above only include ose who have attended face-to-face training. We ave a broad and diverse e-learning programme to support the learning and development of our stafn the care field. All new staff fully carry out their in uction through e-modules and there are over 3,00 e-module learning records across our registered rvices during 2022-23. In addition to the titles spefically listed by AGC, those modules include awar ess courses on various conditions such as diabet s or epilepsy, language awareness and the More an just Words active offer, end-of-life care, mentahealth awareness, well-being and nutrition, equal, person-centred values, duty of care and much re. It would not be possible to upload all of this infimation to the CIW system but a list of the e-learning records in their entirety will be provided to AGC or convenience.
Contractual Arrangements	
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
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	9

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 c are 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	d term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	2	
Staff Qualifications		
No. of staff who have the required qualification	3	
No. of staff working toward required/recommended qualification	0	
Catering staff		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	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 c are 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 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
,	

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 views and feedback of our residents are key to identifying wh at 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. During the last financial year the following consultation methods were used: - 'Residents' Meetings' - Suggestion Boxes - 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?	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 bein g 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 $\underline{\text{guidance}}$ on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet 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 statem ent of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

We seek to ensure that we have the right environment for our r esidents, 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 addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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

Staff Qualifications

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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 are 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 fixe	ed 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 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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that macan be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
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 are 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
N	Γ.
No. of staff in post	12
No. of posts vacant Training undertaken during the last financial yea	••
No. of posts vacant	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	our for this role type. In for this role type. In training. The list of training categories by have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training tra	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transtruction outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transtruction above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 1 1 1 0 0
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Outline below the number of permanent and fixed	
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 c are 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? Important: All questions in this section relate spe stated, the information added should be the pos	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spestated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be inf	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 48 3 ar for this role type.
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Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 48 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 0 0 6 3 5

pertinent to this role which is not outlined above.	Please note that the numbers above only include th ose 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 ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles specifically listed by CIW, those modules include awaren ess courses on various conditions such as diabete s 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 mo re. 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.	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	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 shifft and 3 members of staff during the evening shifft. Four members of staff work overnight.	
at the service in this role type. You should also include the average number of staff working in	r care staff members during the morning shifft and 3 members of staff during the evening shifft. Four	
at the service in this role type. You should also include the average number of staff working in each shift.	r care staff members during the morning shifft and 3 members of staff during the evening shifft. Four	
at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	r care staff members during the morning shifft and 3 members of staff during the evening shifft. Four members of staff work overnight.	
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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 0 Health & Safety Equality, Diversity & Human Rights 0 0 Infection, prevention & control Manual Handling 0 0 Safeguarding Medicine management 0 0 Dementia Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. Contractual Arrangements 2 No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) 2 0 No. of part-time staff (16 hours or under per week) Staff Qualifications 2 No. of staff who have the required qualification No. of staff working toward required/recommended 0 qualification Catering staff Yes Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

0

Filled and vacant posts

No. of staff in post

No. of posts vacant

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

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

0
0
0
0
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0
0
1
Please see the information provided in relation to care workers.
2
0
0
0
0
d term contact staff by hours worked per week.

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

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 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

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 views and feedback of our residents are key to identifying wh at 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. 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?	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
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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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Suggesti on Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and st aff. 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 28.01 31 March)

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

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

Staff Type

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

0

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 1 Safeguarding 0 1 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ant training. The list of training categories
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 are 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 fixe	ed 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 are 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	35	
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	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 th ose 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 ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles specifically listed by CIW, those modules include awaren ess courses on various conditions such as diabete s 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-learnin g records in their entirety will be provided to CIW for convenience.	
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	16	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4	
No. of part-time staff (17-34 hours per week)	15	
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 during the evening shift. 3 members of staff are on awake duty overnight.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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 c are 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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0

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

2
0
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?	The views and feedback of our residents are key to identifying wh at 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. 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?	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 numer ous 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 $\underline{\text{guidance}}$ on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet 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 statem ent of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

We seek to ensure that we have the right environment for our r esidents, 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 addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 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

Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. Jo. of staff in post.	Yes ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
lo. of staff in post	
·	14
·	
	0
Training undertaken during the last financial year Set out the number of staff who undertook relevations provided is only a sample of the training that makes and be added to 'Please outline any additional training that outlined above'.	ant training. The list of training categories
nduction	0
lealth & Safety	0
Equality, Diversity & Human Rights	0
nfection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Pementia	0
Positive Behaviour Management	0
ood Hygiene	1
Please outline any additional training undertaken vertinent to this role which is not outlined above.	Please see the information provided in relation to care workers.
Contractual Arrangements	
lo. of permanent staff	1
lo. of Fixed term contracted staff	0
lo. of volunteers	0
lo. of Agency/Bank staff	0
lo. of Non-guaranteed hours contract (zero hours) taff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
lo. of full-time staff (35 hours or more per week)	1
lo. of part-time staff (17-34 hours per week)	0
lo. of part-time staff (16 hours or under per week)	0

No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0
Manager	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Describe associate associate	
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial yea	u fou this vale to us
Set out the number of staff who undertook relevant provided is only a sample of the training that mat can be added to 'Please outline any additional transfer 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 are 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

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

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 c are 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		
	nuon as of the stativiaron of the last lindhold year.	
Filled and vacant posts		
Filled and vacant posts No. of staff in post	23	
Filled and vacant posts		
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that ma	23 0 ar for this role type. ant training. The list of training categories	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releving provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releving provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0 0	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0 0 3	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0 0 3 1	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0 0 17	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	23 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 15 0 0 3 1 7 3	

	ditional training undertaken hich is not outlined above.	Please note that the numbers above only include th ose 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 ind uction through e-modules and there are over 3,000 e-module learning records across our registered se rvices during 2022-23. In addition to the titles specifically listed by CIW, those modules include awaren ess courses on various conditions such as diabete s 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 mo re. 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.
Contractual Arranç	gements	
No. of permanent staff	:	17
No. of Fixed term contr	racted staff	0
No. of volunteers		0
No. of Agency/Bank st	aff	0
No. of Non-guaranteed staff	d hours contract (zero hours)	6
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (3	5 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		
at the service in this ro	t patterns of staff employed ble type. You should also umber of staff working in	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.
Staff Qualifications		
	he required qualification to ial Care Wales as a social	15
No. of staff working too required/recommended		7
Domestic staff		
Does your service strutype?	acture include roles of this	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant p	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 1 Health & Safety Equality, Diversity & Human Rights 0 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Medicine management 0 Dementia Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. Contractual Arrangements 2 No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification 1 No. of staff working toward required/recommended 0 qualification Catering staff

Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year 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 c are workers.
Contractual Arrangements	
No. of manuscript staff	

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 who have the required qualification	۷
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 Pengwaith	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

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 views and feedback of our residents are key to identifying wh at 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.
	During the last financial year the following consultation methods w ere used: - 'Residents' Meetings' - Suggestion Boxes - Questionnaires for residents, families / representatives, professi onals / 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?	31
, ,	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 pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet the needs of the individual in terms o f 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 statem ent of purpose every effort is made to try to support and care f or individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

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

Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 20.24 31 March)

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

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

Staff Type

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

0

Filled and vacant posts

No. of staff in post

No. of posts vacant

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. 0 Induction Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control Manual Handling 0 Safeguarding 1 Medicine management 0 0 Positive Behaviour Management Food Hygiene 0 Please outline any additional training undertaken Please see the information provided in relation to c pertinent to this role which is not outlined above. are workers. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

type?	
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	26
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcript outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 to ose 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 incuction through e-modules and there are over 3,000 e-module learning records across our registered so rvices during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabete s 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.
Contractual Arrangements	
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
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	T

	T
No. of part-time staff (17-34 hours per week)	13
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.	At the moment the staffing structure consists of fou r care staff during the morning shift and four care s taff during the evening shift. Three members of staff work overnight.
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	6
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that make can be added to 'Please outline any additional training the description of outlined above'.	ant training. The list of training categories
	I.
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	
	0
Infection, prevention & control	0
Manual Handling	0
Manual Handling Safeguarding	0 0 1
Manual Handling Safeguarding Medicine management	0 0 1 0
Manual Handling Safeguarding Medicine management Dementia	0 0 1 0 0
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 1 0 0 0
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	0 0 1 0 0 0 0
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 1 0 0 0
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 1 0 0 0 0 0 0 Please see the information provided in relation to c
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 1 0 0 0 0 0 0 Please see the information provided in relation to c
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 0 1 0 0 0 0 0 0 0 Please see the information provided in relation to c are workers.
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 0 1 0 0 0 0 0 0 Please see the information provided in relation to c are workers.
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 0 1 0 0 0 0 0 0 0 Please see the information provided in relation to c are workers.

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)	10	
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	2	
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0	
No. or part-time staff (16 flours of under per week)]0	
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required/recommended	0	
qualification		
Catering staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	1	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 c are 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 fixe	ed 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	
· · · · · · · · · · · · · · · · · · ·		

0		
Staff Qualifications		
1		
0		
Other types of staff		
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

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

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 views and feedback of our residents are key to identifying wh at 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.

During the last financial year the following consultation methods w ere used:

- 'Residents' Meetings'
- Suggestion Boxes
- Questionnaires for residents, families / representatives, professi onals / 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?	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

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 ar e entirely personal to the individual, emphasizing what is import ant 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 continues 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 op portunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback in dividually 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 resid ents all the time, whether that's a meal choice or the type of per sonal 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.

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 R eview, 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.

These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey 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 need ed and continues to greet 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 statem ent of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstanc es 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.

I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age 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 negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguar ding' 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, Environ mental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is tre ated 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 pr ofessional practice and their commitment to promoting the indivi dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting 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 th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.

We seek to ensure that we have the right environment for our r esidents, 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 addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight 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 to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t 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 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

Comitive Measures		
Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	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	
nfection, 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 are 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 fixe	ed 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	

	1
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training	ant training. The list of training categories
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 are 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

	No
Does your service structure include roles of this type?	
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	y have been undertaken. Any training not listed
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
	0
Medicine management	2
Medicine management Dementia	-
	2
Dementia	2 0
Dementia Positive Behaviour Management	2 0 0
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	2 0 0 0 Please see the information provided in relation to
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 0 0 0 Please see the information provided in relation to
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	2 0 0 0 Please see the information provided in relation to are workers.
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	2 0 0 0 Please see the information provided in relation to are workers.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	2 0 0 0 Please see the information provided in relation to are workers.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	2 0 0 0 Please see the information provided in relation to are workers.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	2 0 0 0 Please see the information provided in relation to are workers.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	2 0 0 0 Please see the information provided in relation to are workers.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	2 0 0 0 Please see the information provided in relation to are workers. 2 0 0 0 0 term contact staff by hours worked per week.
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	2 0 0 0 Please see the information provided in relation to are workers. 2 0 0 0 0 term contact staff by hours worked per week.

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 c are 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	
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	28	
No. of posts vacant	1	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 the ose 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 diabete sor 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.	
Contractual Arrangements		
No. of permanent staff	19	
No. of Fixed term contracted staff	0	

No. of volunteers	
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	9
Outline below the number of permanent and fixe	ed 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)	17
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 for care staff during the morning shift and four care taff during the evening shift.
	Three members of staff work overnight.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	2
type? Important: All questions in this section relate sp	Yes ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spectated, the information added should be the pos	
Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate sp stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate sp stated, the information added should be the post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that many states.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type.
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to 'Please outline any additional to the staff who undertook relevations are supposed to the staff who undertook relevations are suppo	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional that not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1 0
Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial yet set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1 0 1 0
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No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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
stated, the information added should be the pos	sition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts	2
No. of staff in post No. of posts vacant Training undertaken during the last financial ye	•
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that management is sample of the staff who undertook releve provided is only a sample of the training that management is sample of the staff who undertook releve provided is only a sample of the staff who undertook relevent to the staff who u	0 ar for this role type.
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. Fant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	or for this role type. I ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 1 1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional into outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional from the interest of the training that may be added to 'Please outline any additional from the interest of t	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 1 1 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional into outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 1 1 1 0 0 0 2
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relever provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 1 Please see the information provided in relation to
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional into outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 1 Please see the information provided in relation to
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 2 Please see the information provided in relation to are workers.
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional into outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 0 1 Please see the information provided in relation to are workers.

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	9
support to during the last financial year?	

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 comp lex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and f ollow Positive Behaviours Support to create an environment and p rovide opportunities where individuals are encouraged to make ch oices 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 ascerta in 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?	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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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.

The majority of Tan y Marian's residents are individuals with co mplex and highly intensive care needs. The staff know them ver y well and use specialist communication skills, careful observati on and follow Positive Behaviours Support to create an environ ment 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.

Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are ce ntral to the planning to meet their care and well-being needs.

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 the residents of the home are happy and ar e supported to maintain their health, development, and overall well-being. This statement is made on the basis of the informati on 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 car e staff.

Hearing the voice and opinions of our residents in a variety of w ays is key to increasing our understanding of how happy peopl e are, and if they are receiving the support they need.

The majority of individuals living in Tan y Marian receive 1:1 su pport and are encouraged to take part in activities of their choice including joining the various opportunities available through L lwybrau Llesiant - the county wellbeing service for learning disa bility in Gwynedd. Significant emphasis is placed on working clo sely with the individuals' family as well as the Social Work Team and our colleagues in the Health Service. Tan y Marian has a hi story and evidence of working in partnership with relevant agen cies for the benefit of the individuals supported. Working arran gements in the home and this effective collaboration help to en sure prompt access to medical appointments with every effort m ade to refer on to the GP and to the specialist learning disabilit y services including the health team if required.

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.

Over the past few months, the home has collaborated effectivel y with Llwybrau Llesiant. Individuals have opportunities to exper ience new activities and benefit from socialising locally in the P wllheli area and more widely while attending the events and activities.

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

I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the in formation 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 vie ws and visits of the RI, Area Managers and professional health and care staff.

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 physica I and emotional well-being of the residents. Through constant o bservation 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 a nd this provides a solid basis to ensure the safety of individuals in various situations.

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.

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

I am confident that our residents live in a home that maintains t heir well-being and helps them achieve their personal outcome s. This statement is made on the basis of the information and e vidence presented through the Quality of Care Reviews, the mo nitoring and governance arrangements in place, our wide rang e of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.

The home is committed to working with individuals to promote th eir independence and staff are trained to pay appropriate atten tion to that and to adopt the right mindset in supporting them. O ver the past year, the service has supported one individual to p rogress to live in a house with support in the community. Staff w ork towards developing and maintaining individuals' independe nce skills and enable them to do as much as possible for thems elves in the home and in their activities outside the home. Ther e is a comfortable and pleasant atmosphere in the home with re sidents included in all activities that take up space. The staff te am benefits from the support and expertise of a complex and int ensive needs team (PBS) to develop an individual PBS plan for individuals.

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)

19.90

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.

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	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 c are 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	
Don'the conico manager		
Deputy service manager Does your service structure include roles of this	Yes	
type?		

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
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		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to c are 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	
Nursing care staff		

Registered nurses	
Does your service structure include roles of this	No
type?	
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional training that 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 Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see the information provided in relation to are workers.
Contractual Arrangements	
No. of permanent staff	1
	0
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 term contact staff by hours worked per week.

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.	
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	25	
No. of posts vacant	1	
not outlined above'.	training undertaken pertinent for this role which is	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control Manual Handling	2	
Safequarding	0	
Medicine management	2	
Dementia 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 the ose 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 so rvices during 2022-23. In addition to the titles specifically listed by CIW, those modules include awareness courses on various conditions such as diabete sor 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.	
Contractual Arrangements		
No. of permanent staff	15	
No. of Fixed term contracted staff	0	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed	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.	There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15p m. 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.
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	6
required/recommended qualification	6
required/recommended qualification Domestic staff	
required/recommended qualification	Yes
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes cifically to this role type only. Unless otherwise
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevance provided is only a sample of the training that ma	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided in the provided in the provided is only a sample of the training that may can be added to 'Please outline any additional training that may releve the provided in the provided	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible of the possible of the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training diduction. Induction	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible of the possible of the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training diduction. Induction	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years are set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that was a safety.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible of the possib	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible and vacant posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible of the possib	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relever provided is only a sample of the training that man can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the possible of the possib	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0

Contractual Arrangements	
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended	0
qualification	
a	
Catering staff	<u> </u>
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that ma	oar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	oar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 Physical Control of the control

lo. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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 an d 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 provid e opportunities where individuals are encouraged to make choice s 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. 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 a vailable 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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.

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.

Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are ce ntral to the planning to meet their care and well-being needs.

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 the residents of the home are happy and ar e supported to maintain their health, development, and overall well-being. This statement is made on the basis of the informati on 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 car e staff.

Hearing the voice and opinions of our residents in a variety of w ays is key to increasing our understanding of how happy peopl e are, and whether they are receiving the support they need.

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 Llwybr au 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 Te am and our colleagues in the Health Service. Y Frondeg has a history and evidence of working in partnership with relevant ag encies for the benefit of the individuals supported. Working arr angements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effor t made to refer on to the GP and to the specialist learning disability services including the health team if required.

Within the home, every effort is made to plan opportunities and activities around the "bespoke" aspirations of the individuals wit h some attending various day opportunities or activities with the support of the staff. Over the past few months the home has col laborated effectively with Llwybrau Llesiant. Individuals have op portunities to experience new activities and benefit from socialis ing locally in the Caernarfon area and more widely while attending the events and activities.

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

I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the in formation 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 vie ws and visits of the RI, Area Managers and professional health and care staff.

There is a happy and comfortable atmosphere at Y Frondeg. T hat is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physica I and emotional well-being of the residents. Through constant o bservation 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 a nd this provides a solid basis to ensure the safety of individuals in various situations.

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 need scan 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.

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

I am confident that our residents live in a home that maintains t heir well-being and helps them achieve their personal outcome s. This statement is made on the basis of the information and e vidence being presented through the Quality of Care Review, t he 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.

The home is committed to working with individuals to promote th eir independence and staff are trained to pay appropriate atten tion to that and to adopt the right mindset in supporting them. O ver the past year, the service has supported one individual to p rogress to live in a house with support in the community. Staff w ork towards developing and maintaining individuals' independe nce skills and enable them to do as much as possible for thems elves in the home and in their activities outside the home. Ther e is a comfortable and pleasant atmosphere in the home with re sidents included in all activities that take up space. The staff te am benefits from the support and expertise of a complex and int ensive needs team (PBS) to develop an individual PBS plan for individuals.

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)

39.39

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.

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 c are 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	
Downty conting property		
Deputy service manager Does your service structure include roles of this	Yes	
type?		

Filled and vacant posts	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.		
No. of posts vacant Training undertaken during the last financial year for this role type.	Filled and vacant posts		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above. Induction O Health & Safety I Equality, Diversity & Human Rights O Infection, prevention & control Manual Handling 1 Safeguarding O Medicine management Dementia O Positive Behaviour Management Dementia O Please outline any additional training undertaken Please outline any additional training undertaken or workers. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Non-guaranteed hours contract (zero hours) staff O No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of part-time staff (135 hours or more per week) No. of part-time staff (17-34 hours per week) No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff who have the required frecommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Ones your service structure include roles of this type?	No. of staff in post	1	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction Description	No. of posts vacant	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 Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff 3 No. of Fixed term contracted staff 0 No. of Non-guaranteed hours contract (zero hours) staff No. of Non-guaranteed hours contract (zero hours) of Inli-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 working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff	Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that the same can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed	
Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling 1 Safeguarding 0 Medicine management 1 Dementia 0 Positive Behaviour Management 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. Please see the information provided in relation to c are 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 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 Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Cher supervisory staff Does your service structure include roles of this type?	Induction	0	
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Manual Handling Safeguarding O Medicine management Dementia O Positive Behaviour Management Food Hygiene O Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (17-34 hours per week) No. of part-time staff (17-34 hours per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager Cher supervisory staff Does your service structure include roles of this type?	Equality, Diversity & Human Rights	0	
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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 c are 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) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Manual Handling	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. 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) 0 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 Staff Qualifications Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Safeguarding	0	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Please see the information provided in relation to c are workers. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) In the below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Medicine 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 c are workers. Contractual Arrangements No. of permanent staff 3 No. of Fixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Dementia	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Positive Behaviour Management	0	
pertinent to this role which is not outlined above. Contractual Arrangements	Food Hygiene	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?			
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No. of Non-guaranteed hours contract (zero hours) Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	No. of volunteers	0	
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No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	,	0	
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No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	No. of full-time staff (35 hours or more per week)	3	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	No. of part-time staff (17-34 hours per week)	0	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	No. of part-time staff (16 hours or under per week)	0	
be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? No. of staff working toward required/recommended qualification to be registered with Social Care No. of staff working toward required/recommended qualification to be registered with Social Care No. of staff working toward required/recommended qualification to be registered with Social Care No. of staff working toward required/recommended qualification to be registered with Social Care No therefore the social Care with Social Care No therefore the social Care with Social Care No therefore the social Care with Social Care with Social Care with Social Care No therefore the social Care with Social	Staff Qualifications		
Qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? No	be registered with Social Care Wales as a Service	3	
Does your service structure include roles of this type?	qualification to be registered with Social Care	0	
type?	Other supervisory staff		
Nursing care staff		No	
	Nursing care staff		

type?	
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
not outlined above'.	raining undertaken pertinent for this role which is
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights 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 are 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
otan	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe	

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 c are 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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	63
No. of posts vacant	3
	ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
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 the ose 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 diabete sor 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.
Contractual Arrangements	
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 fixe	ed 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	46
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	170
No. of staff working towards the required/recommended qualification	7
	Yes
Does your service structure include roles of this type? Important: All questions in this section relate sp	
Does your service structure include roles of this type? Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevance provided is only a sample of the training that many staff and the staff and th	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 3 0 ar for this role type.
Does your service structure include roles of this type? Important: All questions in this section relate speciated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial years out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 3 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year section relate sp stated, the information added should be the post. Set out the number of staff who undertook relevations are provided is only a sample of the training that may can be added to 'Please outline any additional that not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 3 0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spotstated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. arat training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year section relate sp stated, the information added should be the post. Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional that not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. Yant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1
Does your service structure include roles of this type? Important: All questions in this section relate spontated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that make a sample of the training that make and be added to 'Please outline any additional to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. arat training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate speciated, the information added should be the positive stated, the information added should be the positive stated and the positive stated in post. Induction The stated in t	ar for this role type. Year training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1 0 1 0 0
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that make can be added to 'Please outline any additional to	ar for this role type. ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1 0 1 0 0 0
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Does your service structure include roles of this type? Important: All questions in this section relate spotstated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yet provided is only a sample of the training that me can be added to 'Please outline any additional that not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. arat training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 1 0 1 0 1 0 0 1
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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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	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
stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
stated, the information added should be the posi	
Filled and vacant posts	ition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 1 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 0 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 0 0 0 0 0
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Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 0 1 0 0 0 1 Please see the information provided in relation to one of the same and the
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No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No