

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name: Ocean Community Services Limited

The provider was registered on: 07/08/2018

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

The regulated services delivered by this provider were:

Ty Mynydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/06/2020
Responsible Individual(s)	Helen Leigh
Manager(s)	Rhia Green
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
90 Windsor Road	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/03/2023
Responsible Individual(s)	Helen Leigh
Manager(s)	Susan Lacey
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Palace Road	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/08/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Shelley Edwards
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
The Glen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/08/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Matthew O'Leary, Matthew O'Leary
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Ty Brynteg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/08/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Emma Parton, Tammy Rees, Tammy Rees
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Conway House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/09/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Sam Evans
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Hudson House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/09/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Dorian Williams
Maximum number of places	9
Service Conditions	There are no conditions associated to this service

New House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/09/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Matthew Gray
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Riverdale	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/08/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Kye Nicholas
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Wentwood Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/10/2018

Responsible Individual(s)	Helen Leigh
Manager(s)	Kim Raymond
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Westminster Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/10/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Triphine Smart, Triphine Smart
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Witlea Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/10/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Nathan Lidster
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Beech House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/08/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Lucille Fenton
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Windsor Road	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/10/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Susan Lacey
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Caerau Manor	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/09/2018
Responsible Individual(s)	Helen Leigh
Manager(s)	Melissa Watson
Maximum number of places	8
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	Shadow shifts and getting to know residents- 3 days when new to the home Commencement of on line mandatory training during the first month in post. Welsh Induction Framework work books to be completed within 6 months. Home manager access all staff training - completed/ refresher/ out of date on line. RI monitors the training statistics for each service at Monthly Governance meetings/ Monthly Board
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited by the Home Manager(HM) and the recruitment team (RT). Initial screening with the RT and then the HM will interview and if successful- 3 references, DBS (Risk assessment if DBS is positive) Induction- 9 days at Head office, WIF, SCW, QCF In house training, supervision and appraisal. 6 monthly staff surveys/ Team meetings/ Staff progression workshops to support progression and promotional opportunities/ Investigations if practice concerns arise/ Exit interviews for leavers

Service Profile

Service Details

Name of Service	90 Windsor Road
Telephone Number	02920394410
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None at present.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is large enclosed garden to the rear of the home which is accessible from the main house and the self contained flat. The garden is flat and is laid to grass. A gate leads from the side of the home to the driveway where there is room for 1 vehicle. There is a gate before stepping into the pavement of Windsor Road. There is a small paved garden to the front of the home with an impressive front door to the home. The gardens can be made secure with locked access.
Provide details of any other facilities to which the residents have access	On entering the home you arrive in a hallway with an impressive tiled floor. The staircase is ahead and a large bay windowed front lounge. There is a large kitchen and dining table and another dining area and sitting area to the back of the home. This room leads out to a paved area of the side garden. There is a self contained flat beyond this dining space. The flat has an accessible shower room, and an open plan flat containing a fully functional kitchen dining area, sitting area and bedroom. There are patio doors to the back garden.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes/ self injury. Unreported injuries are raised to the Vale of Glamorgan safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenarios questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>10</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, Building Better Lives (Active Support). Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent. Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDP R</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE.</p> <p>Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.</p> <p>Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDPR, Active support.</p>
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed 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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
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	6
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent, Active support

Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
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	4
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	Beech House
Telephone Number	02920394410
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh. Iranian.

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?	2137.33
The maximum weekly fee payable during the last financial year?	8024.06

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
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?	Monthly service user meetings, 6 monthly questionnaires asking about the service provision. The RI meets all service users at each Regulation 73 visit. Monthly MDT's where the service user and their circle of support attends to their meeting to discuss progress and future aspirations.

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?	10
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The residents have access to a large back garden which is enclosed by a fence. There is a laundry facility in the garden. The front garden leads to 2 separate parking areas and is enclosed by gates to a main road. Each self contained flat (2) has its own small garden - a resident has a trampoline in their garden and the other flat has an area surrounded by small trees and a swing seat. Each communal setting has outdoor furniture.
Provide details of any other facilities to which the residents have access	The laundry room is accessible to all residents. The managers office is situated in the back garden of number 29 and there is a sensory room accessible to all residents in the garden of number 27. There are no restrictions to outdoor areas other than the gate at the front of the property.

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	Use of Ipad

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home was a new build. The rooms are large and light with wide hallways to ensure that people can move around the home without impacting on each other. There were 2 self contained flats each with their own outdoor areas. The home is decorated to suit the preferences of the service users. Individuals are encouraged to participate in household tasks, cooking and maintaining the garden. The individuals use the community amenities, shops, table tennis club, local pubs and eateries.</p>

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

Number of posts and staff turnover

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

20

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

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

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

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

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

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent, Epilepsy, Autism, Person Centred approaches,
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts- 3-4 shifts per week- 15 shifts over a 4 week period

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	37
No. of posts vacant	10
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	37
Health & Safety	37
Equality, Diversity & Human Rights	37
Infection, prevention & control	37
Manual Handling	37
Safeguarding	37
Medicine management	37
Dementia	37
Positive Behaviour Management	37
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent, Autism, Epilepsy, Person Centred approaches, Self harm, preventing choking, GDPR, IT safety
Contractual Arrangements	
No. of permanent staff	37
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	14
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.	12 hour shifts- 15 shifts over a 4 week period.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	17
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	Caerau Manor
Telephone Number	01633250583
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2514.76
The maximum weekly fee payable during the last financial year?	2899.28

Complaints

What was the total number of formal complaints made during the last financial year?	2
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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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed, accessible garden to the back of the home. This is laid with a lawn to the centre of the garden and a path around. Seating is available and residents are encouraged to grow plants and maintain the garden if they wish. The front garden is laid to patio and can hold up to 3 vehicles.
Provide details of any other facilities to which the residents have access	The residents all have their own rooms and have access to at least 2 showrooms on each floor and an accessible shower and bath on the ground floor. The garden space is safe and secure and the front garden has room for the home vehicle. The kitchen/ dining room is a large accessible space. The lounge on the ground floor is large and with patio doors to a flat and accessible enclosed garden. On the 2nd floor there is a kitchen and dining room that is used by 2 service users who live in rooms on that floor. Therefore the kitchen on the ground floor is accessed by 6 individuals. On the first floor there is a large lounge. There are 2 accessible bedrooms on the ground floor.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This informs the Reg 80 Quality report. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Recovery Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. If required Key workers for the service users supports Health appointments, however residents are encouraged to book their own appointments if they are able to do so. All appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes/ self harming injuries. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored at Governance meetings, Ops Board meetings and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE.
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	12
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDP R, Supervision
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts- 15 shifts across 4 weeks.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	11
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	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.	12 hour shifts- 15 shifts across 4 weeks
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	2

Domestic staff

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

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

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

Service Details

Name of Service	Conway House
Telephone Number	02920461973
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2532.44
The maximum weekly fee payable during the last financial year?	2990.88

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	5
Number of complaints partially upheld	1
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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. The outcomes informs the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small enclosed garden with a smoking area to the back of the home. This space offers garden furniture. There is a large mural (street art painted on the back of the home. This was commissioned by a local artist who worked with all residents to ensure the art depicted something about each individual. This was a request from the residents. It brings colour and is an impressive sight. There is a back door to a secure lane which only residents have access to. The front of the home steps onto the pavement. The door is secure and can only be accessed from staff within the home-residents have their own key to access the home.
Provide details of any other facilities to which the residents have access	The residents have access to a large kitchen and a separate dining area. This is a large space with patio doors leading into the garden space. There is a lounge off set from the dining room. A comfortable sitting room is available down the hallway which is quiet and has a computer and computer games console for residents to have time away from others or spend time on the computer or playing games. There is a toilet on the ground floor and an accessible bedroom ensuite. The bathrooms are on the first and second floor. There is a toilet and shower/ bathroom on each floor.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. These surveys inform the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Recovery Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes/ self harm injuries. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish. Progressing to supported living opportunities is always a goal for the people residing at this home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 15

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5, Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent, Epil epsy, Mental Health
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed 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.	12 hour shifts - 15 shifts across 4 weeks.
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	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12

Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. CF5, Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	12
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)	10
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
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	Hudson House
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Telephone Number	02920861165
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2617.20
The maximum weekly fee payable during the last financial year?	2922.33

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	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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. The surveys are reflected within the Reg 80, Quality Reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly

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?	4
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home is split into 2 bespoke areas separated by a fence with a fobbed access. The garden of each home is flat and accessible with access to a laundry area which is situated externally of the home. Beyond the laundry room there is a door to the back lane of the property. There are smoking areas installed which are covered for inclement weather. The residents have planters where they plant vegetables and flowers of choice. There are patio seating areas and the gardens are laid to patio. The front of the home has a small enclosed garden with a gate to the street.

Provide details of any other facilities to which the residents have access	The homes have 2 lounge areas which have patio door access to the garden. There is an open plan kitchen and dining area and then a lounge within the hallway which provides a quiet space for reading or watching TV. There is a self contained flat within the garden of number 18. Therefore 4 residents share the communal space of 18 and 4 residents share the communal space in number 16
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is outlined in the Reg 80 Quality report. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. 2 residents have advocates who are actively involved with the residents.
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.	Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.
The extent to which people feel safe and protected from abuse and neglect.	Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes/ self harm injuries. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governanced by the RI at Reg 73 visits.

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

Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support plan, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	17
No. of posts vacant	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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	. Self Harm, Mental health specific support plans for the people we support, Epilepsy, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent

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	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)	10
No. of part-time staff (17-34 hours per week)	5
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shift s across 4 weeks.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	6

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	New House
Telephone Number	02920569988
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2753.01
The maximum weekly fee payable during the last financial year?	5735.80

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	8
Number of complaints partially upheld	2
Number of complaints not upheld	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.
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Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	New house is situated in vast gardens. The residents have access to a vast amount of grassed space. There are trampolines and raised beds and lovely countryside views from the home. The home has a conservatory which accesses a large patio area with furniture to the back of the home. There is adequate accessible area for resident and staff parking.
Provide details of any other facilities to which the residents have access	There are 2 self contained flats that are separate to the communal aspect of the home. Therefore the large home accommodates 5 service users. The home is large and has a lounge which can accommodate all 5 individuals if they wish. There is a separate dining room/ computer room and a conservatory leading from this space into the garden area. The kitchen is a separate room and can be accessed by 2 doors- 1 from the dining room and one into the hallway. There are bathrooms and shower rooms available for the 5 individuals living within the communal aspect of 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>35</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS.</p> <p>Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	

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

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

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p style="text-align: center;">Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
<p style="text-align: center;">Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p style="text-align: center;">Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p style="text-align: center;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p style="text-align: center;">Filled and vacant posts</p>	
No. of staff in post	30
No. of posts vacant	0
<p style="text-align: center;">Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	30
Health & Safety	30
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	30
Safeguarding	30
Medicine management	30
Dementia	30
Positive Behaviour Management	30
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support plan, Cyber safety, Prevent
<p style="text-align: center;">Contractual Arrangements</p>	
No. of permanent staff	30
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)	30
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	10
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	Palace Road
Telephone Number	02920576756
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2398.99
The maximum weekly fee payable during the last financial year?	2994.02

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	2
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a garden laid to pave stones to the rear of the property. There is a smoking area and raised beds for residents to plant flowers and vegetables. The garden can be accessed from a corridor leading from the kitchen. There is garden furniture available for the residents to sit in the area. The garden is enclosed and safe. The front garden is enclosed and there is a lawn laid, residents are encouraged to maintain the gardens if they wish.
Provide details of any other facilities to which the residents have access	The residents have access to all communal areas. There are 2 lounge areas on the ground floor and a large kitchen/ dining room at the back of the property. There is a laundry room at the back of the house which leads out to the garden where there is a washing line. There is a relaxation room on the first floor and this has been utilised as an arts and craft room, or a quiet space for discussions with staff.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p> <p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the Vale of Glamorgan safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>- Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 20

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

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

Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed 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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
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	17
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	17
Health & Safety	17

Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent. Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDPR
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	12
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	7
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	Riverdale
Telephone Number	02920190059
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2406.37
The maximum weekly fee payable during the last financial year?	3484.85

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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. The information informs the Reg 80 Quality reports. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	2
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	There is an enclosed garden to the rear of the property where the residents have taken pride in planting within the raised beds in the area. There are attractive patio furniture available and there is room for BBQ's and other joint activities if preferred. There is a driveway and small lawn garden to the front of the property offering an attractive front access to the home. The driveway can accommodate 2 vehicles.
Provide details of any other facilities to which the residents have access	The front door takes you into a hallway with a bedroom ensuite to the side and a large bay windowed lounge. There is another bedroom to the ground floor with ensuite. The hallway leads to an open plan kitchen with dining space and a sitting area with a TV. The room leads to the laundry area and another bedroom ensuite which was an extension to the property 6 years ago.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.
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.	Individuals are supported to choose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.
The extent to which people feel safe and protected from abuse and neglect.	Staff have in-depth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the Cardiff safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.

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

Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish. Some residents have advocates actively involved.

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

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

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

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

Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. CF5, Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. CF5, Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent, PBS, active support
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, Active support, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, G DPR, Recovery support planning, Cyber safety, Prevent.
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	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	The Glen
Telephone Number	01633401312
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2478.70
The maximum weekly fee payable during the last financial year?	4289.49

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	2
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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is used to inform Reg 80 Quality reports. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.
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Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The Glen is situated within a vast garden area. The gardens are maintained by the residents and contains a large grassed area and a patio to the front of the property. There is a driveway into the property with ample car parking space. There are lovely views from the property.
Provide details of any other facilities to which the residents have access	On entering the home, the hallway leads to a sitting area and dining room. There is another room off this area where there are sliding doors to close the area off if residents require a quiet space to sit. The kitchen is a good size and a door leads into the garden. In recent years an extension containing a ground floor bedroom en suite has been built.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities t hat they are happy to undertake. The best day is outlined in th e Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each indivi dual. The home supports a Health eating approach where meal s are planned and cooked using fresh fruit and vegetables. Die ticians will support individuals who have specific health plans. K ey workers for the service users supports Health appointments and all appointments are documented electronically. Social acti vities are chosen by the individuals and staff are available to su pport individuals to access work experience locally and to atten d community events. Individuals will plan to step to supported liv ing once they feel they are equip with the skill for move on.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to discl ose concerns if they are able to. Staff supervision forms asks th e question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuri es are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safegu arding workbook which contains scenario questions for staff to fu lly answer and these are taken to supervision meetings for dis cussion. All safeguarding discussions and referrals are maintai ned within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, c an chair the meeting. The Recovery support plan is reviewed wi th the individual at the meeting and accomplishments and futur e ambitions are discussed and planned. Each resident has a ke yworker who will support the resident to be centre of all discussi ons and decisions. Advocates and relatives are the circle of su pport for the individual and are as involved as much as the resi dent chooses. Residents have monthly meetings where they pl an group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum . The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and r esidents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish. Some resident s have advocates who are actively involved.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>11</p>

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

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS.</p> <p>Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent</p>
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support plan, Cyber safety, Prevent.
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	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	Ty Brynteg
Telephone Number	01443682427
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3086.52
The maximum weekly fee payable during the last financial year?	3989.49

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	10
Number of complaints partially upheld	2
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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports . The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a large back garden which is grassed. The residents are actively engaged in the maintenance of the garden. There is a pond to the side garden, a resident wanted to have a pond with fish and created the pond independently. It is a tranquil area to sit. There are storage sheds available for storing garden items. The self contained flat has an enclosed garden and this is personalised with garden ornaments. There is seating available across many areas of the vast garden. The areas are used frequently by the residents.
Provide details of any other facilities to which the residents have access	The home is entered at a front door and into the hallway. From there you can access a large kitchen and then 2 large lounges, one with a dining room table and chairs. There is a games room with a pool table and computer.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish. Some residents have advocates who are actively involved.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 19

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

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

QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

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

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

No. of full-time staff (35 hours or more per week) 1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15

Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
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	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)	15
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	3
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	Ty Mynydd
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Telephone Number	01443778034
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2654.12
The maximum weekly fee payable during the last financial year?	2891.60

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	3
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a large tiered garden to the back of the property. The residents are in the process of planning the allotment and other are as across at the back of the home. The resident living in the self contained flat has their own garden area. The garden is not flat and accessible and there are steps to access the 3 levels of garden. There is a front garden grassed with the front with steps leading to the front door.

Provide details of any other facilities to which the residents have access	The home is accessed by a front door into a hallway with stairs in front. A lounge is on the right and overlooks the forestry. The kitchen and dining room are at the end of the hallway and a door leads to the laundry room, medication room, Laundry room and the garden. There is a toilet on the ground floor and 2 bathrooms on the first floor. There is an additional lounge on the first floor.
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.
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.	Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.
The extent to which people feel safe and protected from abuse and neglect.	Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes./ self harm injuries. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governed and by the RI at Reg 73 visits.

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

Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.

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)	13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support plan, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10

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

Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS.
Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	7
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.

12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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No. of staff working towards the required/recommended qualification	4
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	Wentwood Court
Telephone Number	01633401311
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14
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Fees Charged

The minimum weekly fee payable during the last financial year?	2662.78
The maximum weekly fee payable during the last financial year?	7394.33

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	3
Number of complaints not upheld	4

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports . The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users
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Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	10
How many dining rooms at the service?	9
Provide details of any outside space to which the residents have access	Wentwood Court is surrounded by a large expanse of grassed gardens and a large allotment. All of these areas are accessed by all residents. There are 8 bungalows and they all have access to their own garden areas. They are personalised and each bungalow has a name that has been chosen by its resident. A number of residents enjoys gardening and this is evident when visitors arrive at the home. The allotment creates vegetables for the household and the residents are fully engaged in this process.
Provide details of any other facilities to which the residents have access	The main house has a large kitchen and dining room with a conservatory leading from the area. There is another lounge in the hallway and this has a TV and is used as a quiet room. There is a bedroom on the ground floor with an accessible shower room. There are 4 bedroom ensuite rooms in the main house and each bungalow has their own shower 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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>75</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5, Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	

No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shift s across 4 weeks.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	68
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	68
Health & Safety	68
Equality, Diversity & Human Rights	68
Infection, prevention & control	68
Manual Handling	68
Safeguarding	68
Medicine management	68
Dementia	68
Positive Behaviour Management	68
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	68
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)	68
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.

12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.

Staff Qualifications

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

50

No. of staff working towards the required/recommended qualification

18

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	Westminster Court
Telephone Number	02920493316
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	2939.57
The maximum weekly fee payable during the last financial year?	4594.33

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	2
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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports . The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
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	There is an enclosed garden on 2 levels. The ground level has a lawn area with setting and slabs with planters and the top level has a lawn and a washing line. All residents can access the area. The front of the home has a grass garden area and a steep driveway to a side access. There is a seat for residents to sit in the front garden if they chose.
Provide details of any other facilities to which the residents have access	There are 2 x 2 person flats at the home and 1 self contained flat. There are shared bathrooms for the 2 flats but the self contained flat has its own accessible shower. There are 3 kitchens across the 3 flats and each flat has a dining and lounge area. There is also a conservatory which is attached to the ground floor flat.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users. 2 residents have advocates who are closed involved.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>12</p>

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

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

<p>Staff Type</p>	
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Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support plan ning, Cyber safety, Prevent</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
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	9
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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	Windsor Road
Telephone Number	02920702254
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2947.28
The maximum weekly fee payable during the last financial year?	4248.37

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	6
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?	for leavers Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home benefits from an enclosed back garden with an artificial grass area. There are seating areas available and smoking area to the far side of the garden. There is a back door which leads to an enclosed front garden.
Provide details of any other facilities to which the residents have access	The home is accessed by the front door to an entrance area and then the hallway. There is a large bay windowed lounge to the front of the home and through the hallway to a small quiet room and a laundry area. At the back of the home is a large kitchen/ dining room with a seating area. There is a door from the kitchen to the back garden and to the managers office.

Communicating with people who use the service

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

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

for leavers

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

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.

Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.

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

Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.

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

Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 12

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

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

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

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;">Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed 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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
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	9
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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	Witla Court
Telephone Number	02920365567

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	2407.88
The maximum weekly fee payable during the last financial year?	3288.95

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	1
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?	Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a rear garden at 2 and 4 Witta court. There is a gated fence between the 2 homes to offer more privacy to the 4 individuals living at each home. There gardens are paved and have smoking areas available. The front garden is a driveway for up to 4 cars.
Provide details of any other facilities to which the residents have access	The homes are totally separate with its own front door and back garden access. Each home has a hallway with lounge and dining areas with a separate kitchen area. The dining rooms have patio doors out to the garden. There is a Laundry room to the rear of the garden that is used by all individuals.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past achievements and new aspirations for the coming month. Each individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their support and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private setting if required to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly. Some service users have advocates who are actively involved with the service users.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are supported to chose activities and opportunities that they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are aware of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where meals are planned and cooked using fresh fruit and vegetables. Dieticians will support individuals who have specific health plans. Key workers for the service users supports Health appointments and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to support individuals to access work experience locally and to attend community events.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to disclose concerns if they are able to. Staff supervision forms asks the question 'is there anything that you need to raise that you are concerned about relating to the service users'. Body maps are used at the home to record any skin changes. Unreported injuries are raised to the local safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safeguarding workbook which contains scenario questions for staff to fully answer and these are taken to supervision meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and Governance and by the RI at Reg 73 visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each resident will attend their own MDT which if they want to, can chair the meeting. The Recovery support plan is reviewed with the individual at the meeting and accomplishments and future ambitions are discussed and planned. Each resident has a keyworker who will support the resident to be centre of all discussions and decisions. Advocates and relatives are the circle of support for the individual and are as involved as much as the resident chooses. Residents have monthly meetings where they plan group activities and other opportunities and how they all live together as a peer group. Concerns can be raised at this forum. The Home manager chairs the forum. The RI will meet with all residents during the Reg 73 visits and these are planned and residents are aware of the RI's visits and each person is offered a private meeting to discuss anything they wish.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 18

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF5 Leadership and management in care. Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

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

Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	14
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	14
Health & Safety	14

Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent
Contractual Arrangements	
No. of permanent staff	14
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)	10
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
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