Annual Return 2022/2023

Provider Information to be published

2023.	completed for you. There are no actions	t this provider and its associated services on the 31st March s to complete. This information displayed will be included in the	
Provider name:		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	Ty Mynydd		
were:	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 Gien		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	

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

Witla 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

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 morth 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 recruitmen 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 progress on and promotional opportunities/ Investigations if practice concens arise/ Exit interviews for leavers

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

	T
How many people in total did the service provide care and	0
support to during the last financial year?	
support to during the last infancial year:	l l

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 support. The meeting or hievements and new as dual has an opportunity e and enables the personal transfer of the service during the last financial support.

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the past ac hievements 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?	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 a ccessible from the main house and the self contained flat. The ga rden is flat and is lad to grass. A gate leads from the side of the h ome 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 f obbed 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 til ed floor. The staircase is ahead and a large bay windowed front I ounge. There s a large kitchen and dining table and another dinin g 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 f lat beyond this dining space. The flat has an accessible shower ro om, 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.

The extent to which people feel their voices are heard, they Each individual attends a MDT meeting monthly with their circle have choice about their care and support, and opportunities of support. The meeting offers the opportunity to look at the pa are made available to them. st achievements and new aspirations for the coming month. Ea ch individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their suppor t and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings are monthly. Some service users have advocates who are actively involved with the service users. Individuals are supported to chose activities and opportunities t The extent to which people are happy and supported to maintain their ongoing health, development and overall hat they are happy to undertake. The best day is outlined in th wellbeing. For children, this will also include intellectual, social 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 and behavioural development. 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. The extent to which people feel safe and protected from abuse Staff have indepth training in Safeguarding procedures and the indicators of abuse. Service users have the opportunity to discl and neglect. 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/ self injury. Unrep orted 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 scenari o questions for staff to fully answer and these are taken to sup ervision meetings for discussion. All safeguarding discussions a nd referrals are maintained within a central log and monitored a nd Governance and by the RI at Reg 73 visits. The extent to which people live in accommodation that best Each resident will attend their own MDT which if they want to, c supports their wellbeing and achievement of their personal an chair the meeting. The Recovery support plan is reviewed wi outcomes. 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

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

a private meeting to discuss anything they wish.

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

	1
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
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 I arm, Mental health specific support plans for the p ople we support, Epilepsy, Recovery support plans Building Better Lives (Active Support). Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery upport planning, Cyber safety, Prevent. Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDPR
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
-	1

Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training tr	ant training. The list of training categories y have been undertaken. Any training not listed	
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 f he people we support, Epilepsy, Recovery support plans, RISE. Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery upport planning, Cyber safety, Prevent. Recovery support plans, Self harm, RISE, Preventing choking, Cyber safety, Equality/ Diversity, GDR, Active support	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
•	1	
be registered with Social Care Wales as a Service Manager		

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
No. of staff in most	2
No. of staff in post No. of posts vacant	0
can be added to 'Please outline any additional t not outlined above'.	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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 he people we support, Epilepsy, Recovery support plans, RISE. Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery upport planning, Cyber safety, Prevent. Recovery support plans, Self harm, RISE, Prevent ng choking, Cyber safety, Equality/ Diversity, GDIR, Active support.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
	<u> </u>

N	_	
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	Yes	
type?		
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Important: All questions in this section relate spe		
Important: All questions in this section relate spe stated, the information added should be the pos		
Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant	ition as of the 31st March of the last financial year. 6 4	
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the possible of the possible of the training that many states of the section relate special states of the possible of the training that many states of the possible of the training that many states of the possible of the training that many states of the possible of the training that many states of the possible of the possi	6 4 ar for this role type.	
Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the staff who undertook relevements only a sample of the training that may can be added to 'Please outline any additional to	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Important: All questions in this section relate spestated, the information added should be the possible of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6	
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the information of the possible of the provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6	
Important: All questions in this section relate spestated, the information added should be the posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6 6	
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6 6 6 6	
Important: All questions in this section relate specified, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6 6 6 6 6 6	
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6 6 6 6 6 6 6	
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that make the provided is only a sample of the training that make can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	6 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6 6 6 6 6 6 6 6	

6
0
0
0
0
d term contact staff by hours worked per week.
6
0
0
staff
12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
2
4
No
No
No

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 billingual 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
--	----

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 a bout the service provision. The RI meets all service users at each Regulation 73 visit. Monthly MDT's where the service user and th eir circle of support attends to their meeting to discuss progress a nd 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 enclos ed by a fence. There is a laundry facility in the garden. The front garden leads to 2 separate parking areas and is enclosed by gat es to a main road. Each self contained flat (2) has its own small g arden - a resident has a trampoline in their garden and the other f lat 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 sen sory 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 convice	
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 lpad

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.

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st achievements and new aspirations for the coming month. Ea ch 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 se ting if required to reflect on the care and support received. Th ere is a complaints process for raising concerns. Service user meetings are monthly

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 awa re of the activities and pastime's that are enjoyed by each individual. 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. 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.

The home was a new build. The rooms are large and light with wide hallways to ensure that people can move around the hom e 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 enc ouraged to participate in household tasks, cooking and maintai ning the garden. The individuals use the community amenities, shops, table tennis club, local pubs and eateries.

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	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	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.	Epilepsy, Autism, Prevent, Self Harm, Person Centr ed 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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2	

qualification to be registered with Social Care Wales as a Service Manager	
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spestated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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 Cent ed 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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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

Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year	
Filled and vacant posts		
No. of staff in post	4	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 plann g, 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	No
type?	
Senior social care workers providing direct care	
· · · · · · · · · · · · · · · · · · ·	Tv.
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	
Induction	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 approhes,
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	ed 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
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- 3-4 shifts per week- 15 shifts over 4 week period

I Company	
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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	37
No. of posts vacant	10
No. 01 posts vacant	10
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories
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
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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 s	staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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 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	6
support to during the last financial year?	

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
-	

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 ac hievements 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 complain ts process for raising concerns. Service user meetings are monthly

Service Environment

	T
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 aro und. Seating is available and residents are encouraged to grow pl ants 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 lea st 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 bedroom s on the ground floor.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st achievements and new aspirations for the coming month. Ea ch 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

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 Recovery Support plan for each service user and staff are aw are of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where me als are planned and cooked using fresh fruit and vegetables. Di eticians will support individuals who have specific health plans. I frequired Key workers for the service users supports Health ap pointments, 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.

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 harming injuries. Unreported injuries are raised to the local safeguarding te am. 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 super vision 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 R eg 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, c an 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)

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
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories y have been undertaken. Any training not listed
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 H arm, Mental health specific support plans for the pe ople we support, Epilepsy, Recovery support plans, RISE.
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 fixe	d term contact staff by hours worked per week.
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
Staff Qualifications	
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
Danutry service manager	
Deputy service manager Does your service structure include roles of this type?	No

Door your comies about the ball of a selection of the	No
Does your service structure include roles of this type?	No
Nursing care staff	
-	T
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
No. of stoff in post	3
No. of staff in post No. of posts vacant	0
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed
provided is only a sample of the training that may can be added to 'Please outline any additional trans not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3
provided is only a sample of the training that may can be added to 'Please outline any additional trans not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3
provided is only a sample of the training that may can be added to 'Please outline any additional trans not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 3
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 3 3
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Preven
provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training and outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 Recovery support plans, Self harm, RISE, Preveng choking, Cyber safety, Equality/ Diversity, GD
provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 Recovery support plans, Self harm, RISE, Preveng choking, Cyber safety, Equality/ Diversity, GD
provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Preverng choking, Cyber safety, Equality/ Diversity, GD R, Supervision
provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Prever ng choking, Cyber safety, Equality/ Diversity, GD R, Supervision
provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Preveng choking, Cyber safety, Equality/ Diversity, GDR, Supervision
provided is only a sample of the training that may can be added to 'Please outline any additional trainion outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Prever ng choking, Cyber safety, Equality/ Diversity, GD R, Supervision
provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 Recovery support plans, Self harm, RISE, Prever ng choking, Cyber safety, Equality/ Diversity, GD R, Supervision

	T ₋
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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	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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	11
No. of mosts vessel	
No. of posts vacant Training undertaken during the last financial yea	or for this role type.
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	or for this role type. ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training the outlined above'.	or for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that makes and be added to 'Please outline any additional training that makes are supported by the same of the training that makes are supported by the same of	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training trainin	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories by have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be a sample of the training that may be a	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories by have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be a sample of the training that may be a	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevation in the provided is only a sample of the training that may can be added to 'Please outline any additional transformation in the interest of the training that may can be added to 'Please outline any additional transformation in the interest of the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional transformation in the training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may additional training that may additional training that may be added to 'Please outline any additional training that may	art training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that the same statement of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that the same statement of the same st	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training during above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	art training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11 11 Recovery support plans, Self harm, RISE, Preventi
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11 Recovery support plans, Self harm, RISE, Preventi
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11 11 11 11 11 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional Report of the training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11 11
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional training that man can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11 11 11 11 11 11 11 11 11 1

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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
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
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 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
--	---

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 ac hievements 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 comm issioned 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 a ccess 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.

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 pa st achievements and new aspirations for the coming month. Ea ch 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 require d to reflect on the care and support received. There is a complaints process for raising concerns. Service user meetings are monthly

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 Recovery Support plan for each service user and staff are aw are of the activities and pastime's that are enjoyed by each individual. The home supports a Health eating approach where me als are planned and cooked using fresh fruit and vegetables. Di eticians will support individuals who have specific health plans. Key workers for the service users supports Health appointment s and all appointments are documented electronically. Social activities are chosen by the individuals and staff are available to s upport 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 discl ose 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 que stions 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, 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. Progressing to supported living opportunities is always a goal for the people re siding at this home.

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

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training traini	ant training. The list of training categories
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, pre- enting choking, Equality and Diversity, GDPR, Rec- overy support planning, Cyber safety, Prevent, Epi 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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full time staff (25 hours or more nor wash)	1
No. of full-time staff (35 hours or more per week)	1

0

0

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

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

Obelf Overlife and have		
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 he people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing g choking, Equality and Diversity, GDPR, Recover 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that during the sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	12
	12
Health & Safety	
•	12
Equality, Diversity & Human Rights	12 12
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	

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. 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	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	

Name of Service	Hudson House
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
--	---

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 ac hievements 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 plan 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 th en a lounge within the hallway which provides a quiet space for re ading or watching TV. There is a self contained flat within the gar den of number 18. Therefore 4 residents share the communal space of 18 and 4 residents share the communal space in number 16

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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 que stions 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, 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 resident 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 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

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 H arm, Mental health specific support plans for the pe ople 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	

No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcript outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 he people we support, Epilepsy, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, 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)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	4
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	4 0 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed so 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	4 0 0 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff the service in this role type. You should also include the average number of staff working in	4 0 0 0 staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15sh
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	4 0 0 0 staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15sh
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	4 0 0 0 staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15sh s across 4 weeks.
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed so 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.	4 0 0 0 staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15sh s across 4 weeks.

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 0 No. of posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 17 Health & Safety 17 Equality, Diversity & Human Rights 17 Infection, prevention & control 17 17 Manual Handling Safeguarding 17 17 Medicine management 17 Dementia 17 Positive Behaviour Management 17 Food Hygiene Please outline any additional training undertaken Self Harm, Mental health specific support plans for pertinent to this role which is not outlined above. the people we support, Epilepsy, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, Cyber safety, Prevent **Contractual Arrangements** No. of permanent staff 16 0 No. of Fixed term contracted staff No. of volunteers 0 1 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 10 No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) 1 Typical shift patterns in operation for employed staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shift Set out the typical shift patterns of staff employed at the service in this role type. You should also s across 4 weeks. include the average number of staff working in each shift. Staff Qualifications 10 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 6

required/recommended qualification

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 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	7
support to during the last financial year?	

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 ac hievements 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. S

the service users.

ome service users have advocates who are actively involved with

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 acces s to a vast amount of grassed space. There are trampolines and r aised beds and lovely countryside views from the home. The hom e has a conservatory which accesses a large patio area with furnit ure to the back of the home. There is ag-adequate accessible are as 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 communa I aspect of the home. Therefore the large home accommodates 5 service users The home is large and has a lounge which can acc ommodate 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 hall way. There are bathrooms and shower rooms available for the 5 i ndividuals 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.

The extent to which people feel their voices are heard, they Each individual attends a MDT meeting monthly with their circle have choice about their care and support, and opportunities of support. The meeting offers the opportunity to look at the pa are made available to them. st achievements and new aspirations for the coming month. Ea ch individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their suppor t and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings are monthly. Some service users have advocates who are actively involved with the service users Individuals are supported to chose activities and opportunities t The extent to which people are happy and supported to maintain their ongoing health, development and overall hat they are happy to undertake. The best day is outlined in th wellbeing. For children, this will also include intellectual, social 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 and behavioural development. 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. The extent to which people feel safe and protected from abuse Individuals are supported to chose activities and opportunities t and neglect. 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. The extent to which people live in accommodation that best Each resident will attend their own MDT which if they want to, c supports their wellbeing and achievement of their personal an chair the meeting. The Recovery support plan is reviewed wi outcomes. 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

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)

35

a private meeting to discuss anything they wish.

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	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 H arm, Mental health specific support plans for the pe ople we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, 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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional 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
-	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Food Hygiene Please outline any additional training undertaken	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support plans.
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0 0
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery supp plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0 0 0 0 determ contact staff by hours worked per week.
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0 0 0 0 ted term contact staff by hours worked per week.
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the contract (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	. Self Harm, Mental health specific support plans the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 1 0 0 0 0 ted term contact staff by hours worked per week.

No
No
Yes
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
4
0
4
4
4
4
4
4
4
4
4
1 T
the people we support, Epilepsy, Recovery supportions, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking,
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support plant.
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support plant.
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Mental Capacity Act/ DOLS, preventing choking, I uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent 4 0 0
the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent

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	4
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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
No of staff in nort	20
	vant training. The list of training categories ay have been undertaken. Any training not listed
Training undertaken during the last financial ye Set out the number of staff who undertook releven provided is only a sample of the training that many	or for this role type. vant training. The list of training categories
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that mucan be added to 'Please outline any additional not outlined above'.	or for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'.	or for this role type. Vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that much can be added to 'Please outline any additional not outlined above'. Induction Health & Safety	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that much can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that must can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that must can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that must can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 30 Mental Capacity Act/ DOLS, preventing choking, E
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support plans for the people we support, Epilepsy, Recovery support plans, RISE, PBS.
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 30 30 30 30
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 30 30 30 30 30 30 30 30 30 3

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 shift 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	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 Details

Name of Service

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

Palace Road

Service Provision

People Supported

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

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 ac hievements 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 flo wers and vegetables. The garden can be accessed from a corrido r 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 a 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 lo unge 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 washin g line. There is a relaxation room on the first floor and this has be en utilised as and arts and craft room, or a quiet space for discus sions 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st achievements and new aspirations for the coming month. Ea ch 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 set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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.

Individuals are supported to chose activities and opportunities t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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 discl ose 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 injuri es are raised to the Vale of Glamorgan safeguarding team. Staff have annual safeguarding refresher training and all staff com plete 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 Gover nance 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 fut ure 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 20

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

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

Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	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 H arm, Mental health specific support plans for the pe ople we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, Cyber safety, Prevent

	riing, Cyber salety, r reven	•
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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	No
type?	
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe	
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relever provided is only a sample of the training that manual contents are set of the section of the sec	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type.
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the post No. of staff in post Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to the staff who undertook releves the staff who undertook rel	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Important: All questions in this section relate spestated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the possible of the	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spesstated, the information added should be the possible of th	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the postated, the information added should be the postated, the information added should be the postated, the information added should be the postated in the postated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the staining undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is

	T
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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, E uality and Diversity, GDPR, Recovery support plan ning, 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 sh 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	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	0
Training undertaken during the last financial yea	,
Set out the number of staff who undertook relevant provided is only a sample of the training that mat can be added to 'Please outline any additional trainot outlined above'.	
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
provided is only a sample of the training that ma can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed

	47
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 he people we support, Epilepsy, Recovery support plans, RISE. Self Harm, Mental Capacity Act/ DOLS, preventing choking, Equality and Diversity, GDPR, Recovery upport 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 fixe	d 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
No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed	
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shir
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks. 10
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shifts across 4 weeks. 10
Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks. 10 No

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
--	---

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 ac hievements 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 meet s 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 u sers have advocates who are actively involved with the service us ers.

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 and a large bay windowed lounge. There is another bedroom to the ground floor with ensuite. The hallway leads to an open pla n 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

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.

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st achievements and new aspirations for the coming month. Ea ch 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 set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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 Cardiff safeguarding team. Staff have annual safeguarding refresher training and all staff complete a Safe guarding 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 main tained 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, 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 resident 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 residents 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 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 H arm, Mental health specific support plans for the pe ople 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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this 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	
The st poole vasant	[*	
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	
	3	
Health & Safety	3	
Equality, Diversity & Human Rights		
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, preve nting choking, Equality and Diversity, GDPR, Recov ery 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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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. 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	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that macan be added to 'Please outline any additional training above'.	ant training. The list of training categories
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, GDPR, Recovery support planning, Cyber safety, Prevent.
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 fixe	d 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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	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 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

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

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

	hat was the total number of formal complaints made during the st financial year?	5
N	lumber of active complaints outstanding	0
N	umber of complaints upheld	2
N	umber of complaints partially upheld	2
N	umber 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 ac hievements 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.

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 ensuite has been built.

Communicating with people who use the service

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

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st 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 set ting if required to reflect on the care and support received. The re 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 awa re 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. Die ticians 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. Individuals will plan to step to supported living once they feel they are equip with the skill for move on.

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, c an chair the meeting. The Recovery support plan is reviewed with 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 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 advovates who are 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)

11

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 Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	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 H arm, Mental health specific support plans for the pe ople 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spect stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	3 0 for this role type. nt training. The list of training categories have been undertaken. Any training not listed
Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specistated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes cifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 for this role type. Int training. The list of training categories have been undertaken. Any training not listed
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specistated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes Sifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 For this role type. Int training. The list of training categories have been undertaken. Any training not listed
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes Sifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 For this role type. Int training. The list of training categories have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 for this role type. In training. The list of training categories have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 for this role type. In training. The list of training categories have been undertaken. Any training not listed
Important: All questions in this section relate spectiated, the information added should be the position. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ifically to this role type only. Unless otherwise ion as of the 31st March of the last financial year. 3 0 for this role type. Int training. The list of training categories have been undertaken. Any training not listed
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	3 0 for this role type. nt training. The list of training categories have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	of for this role type. In training. The list of training categories have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	of for this role type. In training. The list of training categories have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	of for this role type. In training. The list of training categories have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	nt training. The list of training categories have been undertaken. Any training not listed
	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
gg	3
	3
	3
3	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, 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 part-time staff (16 hours or under per week)	0
no. of part-time stail (10 flours of under per week)	15
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. 15shifs 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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	7
	1
Training undertaken during the last financial ye Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7
Training undertaken during the last financial ye Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 7
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 7 7
Training undertaken during the last financial yet. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 8elf Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery suppor plans, RISE. Mental Capacity Act/ DOLS, preventing choking, E
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 Nelf Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support plans unlity and Diversity, GDPR, Recovery support plans.
Training undertaken during the last financial ye Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 Nelf Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support plans unlity and Diversity, GDPR, Recovery support plans.
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 Nelf Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery suppor plans, RISE. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent.
Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 8 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE. Mental Capacity Act/ DOLS, preventing choking, E uality and Diversity, GDPR, Recovery support plans, Cyber safety, Prevent.

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. 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	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 Details

Name of Service

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

Ty Brynteg

Service Provision

People Supported

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

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 ac hievements 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 residen ts 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 personal ised 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 th ere 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.

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 pa st achievements and new aspirations for the coming month. Ea ch 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 set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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, 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.

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

a should relate to the period during which the staff member has been working for the provider only.		
Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 H arm, Mental health specific support plans for the pe ople 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		
Senior social care workers providing direct care		
Senior social care workers providing direct care Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional training that the staff who undertook relevations only a sample of the training that mat can be added to 'Please outline any additional training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations only a sample of the training that materials are staff who undertook relevations on the staff who undertook relevations on the staff who undertook relevations on the staff who undertook relevations of the staff who undertook relevations on the staff who undertook relevations on the staff who undertook relevations on the staff who undertook relevations of the staff who undertook relevations of the staff who undertook relevations of the staff who u	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional trainity outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section relate spe stated, the information added should be the pos No. of staff in post Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transcription outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 If for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that man can be added to 'Please outline any additional trans outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posential stated and information added should be the posential stated an	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posentated, the information added should be the posentated, the information added should be the posentated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional transport outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posentated, the posentated in the	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shift 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	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
	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.	ant training. The list of training categories have been undertaken. Any training not listed
Induction	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Mariaarraning	

15		
15		
15		
15		
Self Harm, Mental health specific support plans for t he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, Cyber safety, Prevent		
15		
0		
0		
0		
0		
ed term contact staff by hours worked per week.		
15		
0		
0		
staff		
12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15 shift s across 4 weeks.		
12		
3		
Domestic staff		
No		
Catering staff		
No		
Other types of staff		
No		

Name of Service	Ty Mynydd
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
--	---

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 ac hievements 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 re sidents 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 c ontained flat has their own garden area. The garden is not flat an d accessible and there are steps to access the 3 levels of garden. There is a front garden grassed with the front with steps leading t o 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 kitc hen and dining room are at the end of the hallway and a door lea ds to the laundry room, medication room, Laundry room and the g arden. There is a toilet on the ground floor and 2 bathrooms on the first floor. There is an additional lounge on the first 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st achievements and new aspirations for the coming month. Ea ch individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their suppor t and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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 supervisi on meetings for discussion. All safeguarding discussions and referrals are maintained within a central log and monitored and G overnance 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, 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 resident 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 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

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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eduality and Diversity, GDPR, Recovery support plan ning, 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this	No
type?	
type? Other supervisory staff	
	No
Other supervisory staff Does your service structure include roles of this	No
Other supervisory staff Does your service structure include roles of this type?	No No
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this	
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type?	
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this	No
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?	No
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	No No Yes
Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	No No Yes cifically to this role type only. Unless otherwise

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 t he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, 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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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. 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	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	
26-2	<u> </u>	

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 10 Equality, Diversity & Human Rights Infection, prevention & control 10 10 Manual Handling 10 Safeguarding 10 Medicine management Dementia 10 10 Positive Behaviour Management Food Hygiene 10 Please outline any additional training undertaken Self Harm, Mental health specific support plans for t pertinent to this role which is not outlined above. he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, Cyber safety, Prevent Contractual Arrangements No. of permanent staff 10 No. of Fixed term contracted staff 0 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 3 No. of part-time staff (17-34 hours per week) 7 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff 12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shift Set out the typical shift patterns of staff employed at the service in this role type. You should also s across 4 weeks. include the average number of staff working in each shift. Staff Qualifications 6 No. of staff who have the required qualification to be registered with Social Care Wales as a social

care worker

4		
Domestic staff		
No		
Catering staff		
No		
Other types of staff		
No		

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

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 ac hievements 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?	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 expense of grassed ga rdens and a large allotment. All of these areas are accessed by al I residents. There are 8 bungalows and they all have access to th eir own garden areas. They are personalised and each bungalow has a name that has been chosen by its resident. A number of re sidents enjoys gardening and this is evident when visitors arrive a t the home. The allotment creates vegetables for the household a nd 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 conse rvatory leading from the area. There is another lounge in the hall way and this has a TV and is used as a quiet room. There is a be droom on the ground floor with an accessible shower room. There are 4 bedroom ensuite rooms in the main house and each bungal ow 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

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.

Each individual attends a MDT meeting monthly with their circle of support. The meeting offers the opportunity to look at the pa st 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 set ting if required to reflect on the care and support received. The re 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 t hat they are happy to undertake. The best day is outlined in the 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.

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 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 f ully 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.

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, 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 Rl'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 75 31 March)

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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 pl ans for the people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, 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?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		

No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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, Eq uality and Diversity, GDPR, Recovery support plan ning, 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories
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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, uality and Diversity, GDPR, Recovery support planing, Cyber safety, Prevent
Contractual Arrangements	
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
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15sh 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		
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	
Safeguarding Medicine management	68 68	
Medicine management Dementia Positive Behaviour Management	68 68 68	
Medicine management Dementia	68 68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Ed	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	68 68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support plan	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	68 68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support plan	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	68 68 68 Self Harm, Mental health specific support plans for he 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	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	68 68 68 Self Harm, Mental health specific support plans for he 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 68 0 0	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	68 68 68 Self Harm, Mental health specific support plans for he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Euality and Diversity, GDPR, Recovery support planning, Cyber safety, Prevent 68 0 0 0 0	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	68 68 68 Self Harm, Mental health specific support plans for he 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 68 0 0 0 0	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	68 68 68 Self Harm, Mental health specific support plans for he 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 68 0 0 0 0 the term contact staff by hours worked per week.	

Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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 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	3
support to during the last financial year?	

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 ac hievements 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 n 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 fr ont 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 gard en 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they Each individual attends a MDT meeting monthly with their circle have choice about their care and support, and opportunities of support. The meeting offers the opportunity to look at the pa are made available to them. st achievements and new aspirations for the coming month. Ea ch individual has an opportunity to complete survey's which are accessible and enables the person to feedback on their suppor t and ambitions. This information is reflected within the Reg 80 Quality reports. The RI meets with all people within a private set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings are monthly. Some service users have advocates who are actively involved with the service users. 2 residents have a dvocates who re closed involved. The extent to which people are happy and supported to Individuals are supported to chose activities and opportunities t maintain their ongoing health, development and overall hat they are happy to undertake. The best day is outlined in th wellbeing. For children, this will also include intellectual, social e Positive Support plan for each service user and staff are awa and behavioural development. 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. Staff have indepth training in Safeguarding procedures and the The extent to which people feel safe and protected from abuse and neglect. 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 f ully 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. The extent to which people live in accommodation that best Each resident will attend their own MDT which if they want to, c supports their wellbeing and achievement of their personal an chair the meeting. The Recovery support plan is reviewed wi outcomes 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

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

residents during the Reg 73 visits and these are planned and r esidents are aware of the Rl's visits and each person is offered

a private meeting to discuss anything they wish.

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

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

Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post		
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 H arm, Mental health specific support plans for the pe ople we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Ecuality 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	
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 f the people we support, Epilepsy, Recovery suppo plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, E uality and Diversity, GDPR, Recovery support plan ning, 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	

Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.	
Culinic bolow the number of permanent and fixe	to this contact stail 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. 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	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	Yes	
type?		
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
stated, the information added should be the pos		
stated, the information added should be the pos	sition as of the 31st March of the last financial year.	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years out the number of staff who undertook releve provided is only a sample of the training that ma	9 0 ar for this role type.	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of staff who undertook relevations for the provided is only a sample of the training that may can be added to 'Please outline any additional to the post of the training that may be added to 'Please outline any additional to the post of the training that may be added to 'Please outline any additional to the post of the training that may be added to 'Please outline any additional to the post of the po	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	9 0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9	
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of staff who undertook relever provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	9 0 ar for this role type. ant training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9 9	
stated, the information added should be the possible of the provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9 9	
stated, the information added should be the possible of the provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	9 0 ar for this role type. ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9 9 9 9 9 9	
stated, the information added should be the possible of the training that may be added to 'Please outline any additional to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	9 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 9 9 9 9 9 9 9	

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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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	No

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

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 ac hievements 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 fro nt 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 pa st 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. The re 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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, 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 resident 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 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	12
31 March)	

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

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

Staff Type

Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the positive stated.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eduality and Diversity, GDPR, Recovery support plan ning, 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)

No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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 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	
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	

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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi 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	2
No. of staff working towards the	0
INO. OF STATE WOLKING LOWARDS THE	
required/recommended qualification Other social care workers providing direct care	
Other social care workers providing direct care Does your service structure include roles of this	Yes
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken's.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years and be added to 'Please outline any additional training that may can be added to 'Please outline any additional training undertaken during the last financial years and be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training training training training training training training training	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years and the added to 'Please outline any additional training undertaken during the last financial years and the added to 'Please outline any additional training undertaken during the last financial years are set outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years and be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtont outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9 9
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtont outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9 9 9
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 9 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9 9 9 9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm, Mental health specific support plans for t he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, Eq uality and Diversity, GDPR, Recovery support plan ning, 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 fixe	d 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. 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	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 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	8
support to during the last financial year?	

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 ac hievements 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 Witla court. There is a gated fe nce between the 2 homes to offer more privacy to the 4 individual s living at each home. There gardens are paved and have smokin g 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 g arden access. Each home has a hallway with lounge and dining ar eas with a separate kitchen area. The dining rooms have patio do ors 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.

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 pa st achievements and new aspirations for the coming month. Ea ch 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 set ting if required to reflect on the care and support received. The re is a complaints process for raising concerns. Service user m eetings 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 t hat they are happy to undertake. The best day is outlined in the Positive Support plan for each service user and staff are awa re of the activities and pastime's that are enjoyed by each individual. 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. 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 discl ose 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 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 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, 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 resident 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 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 | 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

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 0 No. of posts vacant

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

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

Induction	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 H arm, Mental health specific support plans for the pe ople 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

1
0
0
0

	1.
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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	No
type?	
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe	
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spestated, the information added should be the possible of the post stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that may be stated in the post of the training that may be stated in the post of the training that may be stated in the post of the training that may be stated in the post of the training that may be stated in the post of the post of the training that may be stated in the post of th	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 3 0 ar for this role type. ant training. The list of training categories
Important: All questions in this section relate spestated, the information added should be the possible of the post stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional to	ecifically to this role type only. Unless otherwise eition as of the 31st March of the last financial year. 3 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year section. Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	actifically to this role type only. Unless otherwise edition as of the 31st March of the last financial year. 3 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the possible of the post stated, the information added should be the possible of the post stated, the information added should be the possible of the post staff in post. No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is

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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, E uality and Diversity, GDPR, Recovery support plan ning, 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	0
Training undertaken during the last financial yea	
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
provided is only a sample of the training that ma can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed

	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 he people we support, Epilepsy, Recovery support plans, RISE, PBS. Mental Capacity Act/ DOLS, preventing choking, E uality and Diversity, GDPR, Recovery support plan ning, 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 fix	ed 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
Typical shift patterns in operation for employed 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.	
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	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi
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. 15shi
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks.
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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	12 hour shifts - 08:00- 20:00/ 20:00- 08:00. 15shi s across 4 weeks. 10 No