

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name: PARKCARE HOMES (NO.2) LIMITED

The provider was registered on: 29/05/2019

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

The regulated services delivered by this provider were:

Mountain View House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/07/2019
Responsible Individual(s)	Christine Keyse
Manager(s)	Heidi Nash
Maximum number of places	7
Service Conditions	There are no conditions associated to this service
Caerlan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	10/07/2019
Responsible Individual(s)	Christine Keyse
Manager(s)	Laura Priest
Maximum number of places	8
Service Conditions	There are no conditions associated to this service
Avalon	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	
Manager(s)	Maria Cashin
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Beechley Drive	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	
Manager(s)	Victoria Goodrich
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Brynawel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	
Manager(s)	Shelley Dagnan
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Princes Street	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	
Manager(s)	Richard Dunn
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
85 Brecon Road	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/05/2019
Responsible Individual(s)	
Manager(s)	Rachel Russell
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Ty Ffynu	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	
Manager(s)	Rachel Russell
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Robust training programme in place for all employees which is monitored weekly - this provides face to face training and also E learning modules. all training is in line with mandatory requirements and in addition we provide bespoke training to support the staff with the diagnosis of the people we support and their needs - a training needs analysis is completed and reviewed and monitored, each staff member has an independent training record and also access to CPD applications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	recruitment and retention is a key area of continued focus - we have reviewed our pay strategy and we pay the RLW pay rates not the NLW, in addition we have reviewed our benefits portal and packages through engagement with staff to ensure that we offer effective benefits - in addition we conduct an annual staff survey and quarterly Your say forums to listen to our staff and provide evidence of "you said we did"

Service Profile

Service Details

Name of Service	85 Brecon Road
Telephone Number	01873853802
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1808.00
The maximum weekly fee payable during the last financial year?	2010.00

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?	As part of our continued engagement we provide regular resident meetings which are 1-1 based and also group settings, these meetings are specific to the service and individual and their needs in a format that aids and supports. regular key worker meeting monthly also take place and these are led by the resident. we also conduct yearly satisfaction surveys with the residents, relatives and staff.

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?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	the service has a front and rear garden space for the residents which is adapted when required for the needs of the people who live at the service, they are paramount in what furniture, plants and activities take place, we also provide access to company vehicles so individuals can access the community.
Provide details of any other facilities to which the residents have access	none noted

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.

We have Governance in place to ensure clients have a voice and are included in the support they receive here at 85 Brecon rd:

1. Client meetings are held monthly. Actions are set then worked through and shared in staff meetings.
2. Care plan reviews are completed quarterly by the senior staff to measure goals and outcomes; care plan updates are completed where required. Manager involves local CMHT with any significant changes required
3. Meal choices – our clients write a shopping list every week, client are supported with choosing a healthy diet plan
4. Service user satisfaction surveys are distributed to everyone that resides at 85 Brecon rd, we have suggestion box we encourage clients utilise in identify ways we can improve our services.
5. Service user Safeguarding surveys are also distributed and fed back to the data team with outcomes and actions sent to the service manager.
6. Care plans and Risk Assessments are updated with service user's involvement.
7. Where appropriate clients are supported and encouraged to arrange regular family visits.

All the above is evidenced through meeting minutes, care plan reviews, service user's personal files (PCCP files), audits, surveys and of course by talking to our service user's here at 85 Brecon rd.

We have also undertaken a service user's satisfaction survey where all clients were willing to participate. These can be found in the 'quality' file within the main office of the service.

Additionally, we seek the views of the people we support by asking their relative or representative/advocate to answer questions on their service delivery asking about concerns, complaints or compliments.

The individual planning and review process ensures that each person we support, with help from relatives where appropriate, contribute directly to the plans and agreements around the support we will provide.

Plans in place for each individual are clear and they reflect the activities that staff members undertake with the people we support.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All service user's that reside at 85 Brecon rd are registered with GP's in the local surgery. Health checks are arranged annually and results supplied upon request, and evidenced in the clients personal file. Keyworkers of each service user ensure that illness or health issues are attended to when required and appointments are recorded within the GP/Hospital and dental care contact documents. Our aim is based around the changing needs of the service users and maximising their independence in accordance with their needs by following person centred care plans using their input, ideas and choices. Management and staff have a positive approach to ensuring that the people they support and their representatives have control over the support they receive and a clear say in what they do.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have received safeguarding training, which is refreshed annually. All Clients are asked to complete the annual Safeguarding survey to ensure understanding is acknowledged. This survey was completed in August 2022 and clients displayed good knowledge of who they could report any issues too. (Survey results available on request). Clients are frequently asked this within meetings to ensure they retain contacts available if required. The staff team also completed an annual Safeguarding survey in August 2022 with statistics showing staff felt confident in the recording and reporting of a potential safeguarding issue. (Survey results available on request). Any concerns are reported effectively and safeguarding issues are responded to in line with our procedures. There's been no strategy meetings held this period, We have a safeguard log on shared drive to evidence our good practice of communications with local authority should we have any potential safeguard concerns. We continue to use an independent NYAS Advocate; who advocates for all our clients and feeds back to Home Manager that our clients are content and happy residing here at 85 Brecon rd. The following operations are in place to ensure quality: Site Improvement Plan, Risk Register, Weekly Briefings from Managing Director, Weekly Reports, Quality Walk around including documentation walk rounds, H&S Regional meetings, RI provider visit, Safety Bulletins, Safety Alerts. The Priory have accessible policies and procedures that fall in line with regulations.</p>

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

The following operations are in place to ensure quality: Site Improvement Plan, Risk Register, Weekly Briefings from Managing Director, Weekly Reports, Quality Walk around including documentation walk rounds, H&S Regional meetings, RI provider visit, Safety Bulletins, Safety Alerts.

The Priory have accessible policies and procedures that fall in line with regulations.

In the last 6 months we have been provided with new and updated policies, these are discussed in clinical governance and monthly staff meetings and also supervisions to ensure all staff are aware of any important changes.

Weekly Briefing - This will be emailed to all staff and details relevant Priory news, this weekly brief contains a link to click to gain access to all new and amended policies.

Risk Register - This is where the manager will list Brecon rd major risk including business risks. (This register can be made available to view)

Weekly Reports: Reports are completed each week with the following information required: Occupancy, Agency Usage, Locum usage, Bank usage, Compliance is currently at 96% and this is cascaded to the operational director.

H&S – Good compliance, all staff have been trained within EFAW and 100% are Fire Marshal trained. RIDDOR's: There have been no RIDDOR's in this period. SBARs: N/A for this period

Incidents are reported onto Priory's chosen system called Datix. Incidents need to be added to the system within 24 hours of the incident occurring, all staff have access to this system to report incidents.

Following the submission of an incident, the home manager is then required to review the incident and sign off and close once they are happy all action have been completed. At the time of this Quality review, being written the number of incidents not signed off on system are two, both under review. (All incident reports can be made available on request).

Quality Walk Rounds are carried out monthly by a senior support worker, out of hour QWR's are completed at random by the Home Manager. QWR's focus on the service, its clients, the staff and care provision. There is also a specific documentation quality walk round focuses on the client's personal files and the quality of its content, along with this is a specific mental health act

all of the above identifies and supports us to provide a safe environment - clients wellbeing is a primary focus and being able to offer an open environment for discussion supports communication.

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) 8

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The service has a suite of bespoke training in place which includes mental health awareness training, positive culture training, fire Marshall training, local authority safeguarding training and managing conflict.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The deputy manager has completed a suite of training in line with the job description which includes, fire Marshall training, safeguarding face to face training, systems training, mental health awareness training

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	shift patterns are 7am - 7pm and 1 senior is on each shift during the day
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional competency based training has taken place, which also includes proact scip and positive behaviour support training, fire Marshall training, data protection and confidentiality and introduction to mental health,
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
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.	shift patterns are 7am - 7pm and commissioned hours are delivered in line with each persons person centred commissioned hours and 1-1
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0

Domestic staff

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

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

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

Service Details

Name of Service	Avalon
Telephone Number	02920237575
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2505.00
The maximum weekly fee payable during the last financial year?	2681.00

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?	Every month a your voice meeting / resident meeting is held which gathers the thoughts and representations from the people we support, following this we also conduct a yearly satisfaction survey and provides updates weekly on any changes within the service and also organisation. we also have commenced our own newsletter which provides updates on actions we have taken.

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?	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	we provide a safe rear garden with a patio area for the people we support to relax which has been updated following service user feedback, we also provide a company vehicle to support individuals to access the community
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>In February 2022, Avalon moved divisions within the Priory structure, the service transferred from Healthcare to Adult Care. This is more relevant for the community homes as all policies and procedures fall in line with community living, where Healthcare was more hospital settings.</p> <p>We have been working through the change of documentation and are almost complete with this.</p> <p>Within Adult Care there are numerous competency assessments for staff to complete, this is further detailed in the staff training section.</p> <ol style="list-style-type: none"> 1. Clients meeting are held monthly (Actions completed have been detailed above for all client's s). 2. Care plan reviews to measure goals and outcomes. 3. MDT meeting participation, goals are either updated 4. CTP client's involvement 5. Meal choices 6. Likes and dislikes. Within all client's s files there is information regarding likes and don't likes, (This is updated annually or when change is present. Staff will discuss with client's s food preferences, any particular dates when they may feel sad and what activities are enjoyed. OT/staff support to establish activities/courses of choice 7. Client's satisfaction surveys 8. Client's Safeguarding surveys 9. Support plans and RAMP are updated with client's involvement. 10. Regular family visits 11. Occupational Therapy sessions 12. Psychology sessions <p>All the above is evidenced within meeting minutes, care plan reviews, PCCP files, audit files and of course by talking to our client's s here at Avalon.</p> <p>(All records for the past six months are available upon request). This period has been an improved one, covid measures had relaxed and now in June 2022 there are no more restrictions within the community.</p> <p>Each month we hold an our voice client meeting; this is where we discuss clients well-being and plan for requested activities from clients. At Avalon we will do our very best to ensure all clients receive a meaningful good quality of life.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All clients are registered with a GP practise and have appointments made available, during the pandemic appointments were attended via phone call and emails.</p> <p>All staff ensure that client's s health issues are attended to on a regular basis and these appointments are recorded within the GP/Hospital and dental care contact sheets.</p> <p>All health issues are always discussed in MDT and CTP meetings were actions are established</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Avalon, we closely monitor all staff training and ensure these are completed within specified timescales. A graph has been implemented and visible to all in the office to support staff with knowledge of training assignments and timeframes. This graph has proven very positive and has supported Avalon to remain over 90% compliant each month within training stats. 95% of staff have completed or are progressing to complete a QCF in health and social care.</p> <p>At Avalon we have an open and honest communication process through team meetings, supervisions and training to promote a transparent culture. Safeguarding is discussed at every team meeting and face-to-face training was delivered to staff throughout 2021, within training serious case studies were discussed. This gave the manager the opportunity to discuss how negative culture could arise which would be harmful to client's s. The training was a positive talking point of failings within the health and social care sector along with case reviews. Within training staff are made aware of the safeguarding process and the four essential "R"s</p> <ol style="list-style-type: none"> 1. Recognise 2. Respond 3. Report 4. Record

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

All clients have a voice here at Avalon. Staff ensure monthly care plans reviews are undertaken with client involvement, there may be occasions where some clients would not want to go through these, so staff are aware that these can be readdressed when clients are feeling more talkative and willing to engage, we do not believe in putting any pressure on clients. This will result in a more positive review.
 All care plans are created with client involvement and are goal focused for all clients. At Avalon, we have an MDT that consists of:
 (Psychiatrist)
 Psychologist
 Occupational Therapist
 Care plans and risk assessments for all clients have been updated this period. Clients views and feeling are noted and recorded within their care plans and monitored through our reviews and in line with our outcome based commissioning.

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

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

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

Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The service manager has completed all mandatory training and specialist training specific to the service this includes proact scip, positive behaviour support, leading teams, H&S, MH awareness training and positive culture
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	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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is in line by route by role and this includes data protection and confidentiality, system s training, introduction to MH and fire Marshall
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11

No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training has been aligned with diagnosis and also proact scip, staff have also completed fire Marshall training, positive culture training, competency assessment training
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	"0800-2100 1000-2300 sleep 1900-0800 2100-0800"
<p>Staff Qualifications</p>	
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
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	

Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Beechley Drive
Telephone Number	02920575290
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2677.00
The maximum weekly fee payable during the last financial year?	3372.00

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	1
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?	as part of our continued engagement we complete monthly your voice meetings, which are either 1-1 or group meetings dependant on the individual and need, all of the people we support take part in the yearly satisfaction survey so we can review key areas to continually improve the service we provide MDT meetings are planned and also used as part of our engagement with the people we support.

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?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The service is situated over 2 properties which are linked, each property has its own self contained garden space at the rear and also garden areas to the front which are accessible
Provide details of any other facilities to which the residents have access	not applicable

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Beechley Drive sits in the specialist services sub division. Priory Adult Care provides a range of specialist residential and supported living services to support adults aged 18 and over with a learning disability, autism, brain injury, behaviours that challenge or a mental health condition.</p> <p>Our aim is to enable the people we support to achieve their goals, believing passionately that regardless of the challenges they face, everyone can accomplish extraordinary achievements with the right care in the right environment.</p> <p>All of the support packages we offer are tailored to the individuals needs to help them develop vocational, social, education and life skills so they can progress to a more independent future. We also create pathways through residential settings to community living, delivering positive outcomes for both the funders and people using our services.</p> <p>Our specialist support services</p> <p>We provide a range of person-centred support programmes in nurturing environments for adults aged 18 and over. These include:</p> <ul style="list-style-type: none"> •Autism care and support •Brain Injury Services •Learning disability support •Mental health support •Positive Behavioural Support •Supported living services <p>We work in a person-centred way, which means that our support and care is completely bespoke, and perfectly matched to the unique needs, preferences and aspirations of each individual. Central services support our division to deliver the services to the people we support. These include finance, departments to help with quality and safety, IT, estates, legal services, marketing, communications, human resources, learning and people development.</p> <p>We have Governance in place to ensure service users have a voice and are included in the support they receive here at Beechley Drive:</p> <ol style="list-style-type: none"> 1. Service user meetings are held monthly. Actions are set then worked through and shared in staff meetings and in governance meetings. 2. Care plan reviews are completed quarterly by the senior staff and or keyworkers to measure goals and outcomes; care plan updates are completed where required. 3. Multi-Disciplinary Team (MDT) meetings are scheduled six weekly throughout each year. Our Psychiatrist, psychologist, Occupational Therapist and Home Manager attend. Service users are encouraged to participate in the formation of their individual report as well as in their meetings. Goals/ actions are set and worked through. 4. Care and Treatment Plan (CTP) meetings are held with service users community teams
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All service user's that reside at Beechley Drive are registered with GP's in the local surgery, we have a good relationship with the team .</p> <p>Health checks are arranged annually and results supplied upon request, and evidenced in the service users personal file and healthcare needs trackers.</p> <p>Keyworkers of each service user ensure that illness or health issues are attended to when required and appointments are recorded within the GP/Hospital and dental care contact documents. All health issues are always documented in the MDT and CTP meetings, where actions are established and followed up.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Beechley Drive the manager and deputy manager are trained in advance safeguarding. The manager is the designated safeguarding lead.</p> <p>Every six months the manager is required to complete and submit a safeguarding audit, this is to ensure the service remains compliant. Any actions generated are added to the service actions tracker.</p> <p>All staff are required to attend face to face safeguarding training, as well as online modules on our Academy training portal.</p> <p>All Service users are asked to take part in an annual Safeguarding survey to ensure the level of understanding is acknowledged. This survey was completed in August 2022. (Survey results available on request).</p> <p>The staff team also completed an annual Safeguarding survey in August 2022 with statistics showing staff felt confident in the recording and reporting of a potential safeguarding issue. (Survey results available on request).</p> <p>The manager operates an open door policy in the office and encourages staff to approach her to raise any concerns staff or service users may have.</p> <p>When safeguarding concerns are reported to management they are promptly reported to our internal HR advisor and the safeguarding team are notified. At Beechley Drive we have a positive relationship with the local safeguarding team and therefore the manager or deputy will email the local team, provide them with details of the incident and plans going forward. Typically the concern has not met the formal threshold for submission and we have been advised to manage in house.</p> <p>The manager maintains a safeguard log detailing all safeguarding concerns.</p> <p>We continue to use an independent NYAS Advocate; who advocates for all our service users and feeds back to Home Manager.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The following operations are in place to ensure quality: Site Improvement Plan, Risk Register, Weekly Briefings from Managing Director, Weekly Reports, Quality Walk around including documentation walk rounds, H&S Regional meetings, RI provider visit, Safety Bulletins, Safety Alerts.</p> <p>The Priory have accessible policies and procedures that fall in line with Welsh regulations however these require developing as often refer to English regulations also.</p> <p>Site Improvement Plans/ actions tracker - The operational manager has access to the SIP, which is updated monthly. This is a working document and is regularly updated with actions that are established through numerous audits that are timetabled for Healthcare and any external audits/inspections that we receive. (SIP available on request).</p> <p>Weekly Briefing - This will be emailed to all staff and details relevant Priory news, this weekly brief contains a link to click to gain access to all new and amended policies.</p> <p>Risk Register - This is where the manager will list Beechley Drive's major risk including business risks, currently one action listed regarding under occupancy and Managers actions required in the attempt to secure a suitable service user at Beechley Drive. (This register can be made available to view)</p> <p>Weekly Reports: Reports are completed each week with the following information required: Occupancy, Agency Usage, Locum usage, Bank usage, Compliance is currently at 96% and this is cascaded to the operational director. During this period we have been able to access face to face training and this has improved our compliance stats.</p> <p>Beechley Drive is currently at 'Good' Overall Compliance.</p> <p>Care plans are person centred and goal focussed. Positive feedback has always been given when these goals are met. If goals are not met, we will not see this as failure instead we will establish other avenues to get service users to where they want to be.</p> <p>We have fun at Beechley Drive, we celebrate birthdays, Easter, Halloween and Christmas. Some service users write a Christmas list and we will do our best to uphold realistic gift requests.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 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 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 0

Positive Behaviour Management 1

Food Hygiene 1

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

In addition to the required mandatory training, the service manager has completed safeguarding lead training, positive culture awareness and site specific training around an introduction to MH

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

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

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

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

No. of part-time staff (17-34 hours per week) 0

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

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

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	shift patterns are 8am - 8pm and 8pm to 8am the commissioned hours provided are in line with 1-1 funding and requirement
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory compliance training completed in line with role, proact scip training has been provided and positive culture, in addition to an introduction in autism and mental health
Contractual Arrangements	
No. of permanent staff	9

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	shift patterns are 8am -8pm and 8pm - 8am, shift are flexed to meet the needs of the people we support and their planned person centred activities staffing is in line with individual 1-1 commissioned hours
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Brynawel
Telephone Number	01873851164
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1900
The maximum weekly fee payable during the last financial year?	2328

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 year we conduct an annual satisfaction survey and collate the data to make improvements where required. In addition key worker meeting and resident meetings take place where individuals are supported to discuss improvements that can be made.

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?	0
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	Residents have access to an external garden area which is accessible, they also have links to the local community and we provide a vehicle to support them to maintain off site activities.
Provide details of any other facilities to which the residents have access	none

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Staff and resident surveys are sent out centrally all feedback is collated and action plans completed to ensure staff and resident views are actioned.</p> <p>Family and friends surveys are completed and again any actions are reviewed and completed</p> <p>Residents at Brynawel have access to an independent advocate who visits the service weekly; During this visit, she offers residents support to assist with their choices and views. After these sessions, she will feedback to staff any concerns she may have.</p> <p>Brynawel receive regular report back from the NYAS.</p> <p>Below are examples given of the areas Brynawel have strived during this time?</p> <ul style="list-style-type: none"> - Person centred care through care plans and risk assessments. - Family visits and input into support and person centred care. - Weekly advocate input. - Positive relationships with commissioners and residents teams. - Supporting residents through Covid and guidelines on keeping safe. - Resident involvement, residents were able to choose decoration for the house and supported staff in decorating duties, learning new skills. - Your voice regional meetings
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>At Brynawel all residents have a physical health and wellbeing care plan completed on admission. Staff at Brynawel source and register residents with a GP at the local surgery and a dentist at the local hospital on admission.</p> <p>Chiropractor appointments, dietician's appointments and other medical appointments are identified through care plans and residents are supported by staff, to attend these appointments if necessary.</p> <p>Residents have access to Psychology, Psychiatry, Occupational therapy and other potential therapies through the MDT, below is an extract of an email from the advocate;</p> <p>"During my visits, I have observed staff supporting the residents with making doctors', optician's and hospital appointments and attending with them when needed. Clients are encouraged when possible to be independent and although support is offered with going into the community and to attend appointments, this is client led and their wishes are respected."</p> <p>Residents at Brynawel are supported by staff to pursue the dietary choices they make.</p> <p>Brynawel is situated within walking distance of local gyms which residents are encouraged to attend supported by staff with a view to going independently.</p> <p>Brynawel offers a walking group to take advantage of the beautiful countryside setting.</p> <p>All residents are supported to complete a weekly activity planner to encourage activities that they wish to join one resident has been supported to find a local archery group, and attend a woodwork class.</p> <p>Another has joined the gym and goes fishing regularly.</p> <p>Residents are also encouraged to save for holidays whether this be group activity or individual preference</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Brynawel has a designated Safeguarding Officer and a Safeguarding Lead at site. The safeguarding lead liaises with the local adult safeguarding board regarding any issues, completes safe guarding training, is the point of contact for staff with queries or concerns regarding safeguarding and ensures forms, policies and procedures are up to date. Safeguarding officer and lead both receive safeguarding supervision from the regional safeguarding lead.</p> <p>Designated safeguarding officer keeps a safeguarding log, ensuring it is completed, up to date and all actions completed, see extract of this below.</p> <p>At Brynawel during this time, there were three incidents referred to Safeguarding; all of these were found to be able to be managed at site level.</p> <p>All residents at Brynawel completed safeguarding survey in 2022 and staff completed safeguarding audit.</p> <p>Staff competencies now completed by safeguard lead to evidence alongside training that staff have relevant information and knowledge.</p> <p>Brynawel have recently set up a new safeguarding file for ease of reference, to keep a copy of training stats, discussions, referrals, policies, procedures and logs.</p> <p>As a result of the resident safeguarding surveys, there was some confusion as to what their understanding of "safeguarding" was.</p> <p>The designated safeguarding lead for Brynawel put together a PowerPoint presentation and has shown this at resident meetings; this contains easy to read information on categories of abuse, contacts for any issues and local procedures to follow.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Brynawel is situated in a close location to the local town of Abergavenny and is within walking distance of both the bus and train stations. Staff are on hand 24 hours a day to support residents to access the local community, however are also encouraged to be as independent as possible.</p> <p>OT assessments are carried out to see suitability of catching public transport and road safety awareness.</p> <p>In the most recent CIW report, it was noted "We saw that people were treated as individuals and were supported to make their own choices in regard to all aspects of their lives we saw that whilst people lived communally they were supported to be as independent as possible, and make their own choices".</p> <p>One of the commissioners for Powys commented this in an email: "Your team facilitate improved outcomes for people Manger meets with residents and completes a supervision with action plan to support individuals to achieve and recognize their goals.</p> <p>Below is an extract from e-mail sent by the Advocate: "During my visits I have observed staff supporting the residents with making doctors, opticians and hospital appointments and attending with them when needed. Clients are encouraged when possible to be independent and although support is offered with going into the community and to attend appointments, this is client led and their wishes are respected.</p>

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

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

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

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

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

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

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	6
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Each staff member has an individual training plan in place which details the mandatory training and also bespoke training per person these are available on request
<p>Contractual Arrangements</p>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10

No. of part-time staff (17-34 hours per week)	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.	18.45 pm - 7:00 am 06:45 -19:00pm
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Caerlan
Telephone Number	01443237485
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1500.00
The maximum weekly fee payable during the last financial year?	3933.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	1
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?	monthly our voice meetings take place on a 1-1 basis, communal meetings are also planned but dependant on need and participation may be limited, in addition we complete quarterly reviews and satisfaction surveys to gather feedback and information on areas we can improve

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?	8
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	Caerlan has an enclosed garden area to the main house which provides seating and also a lawn area, each self contained bungalow has its own garden and access and the rear of the property provides an external Pod which is used as a sensory room
Provide details of any other facilities to which the residents have access	sensory room / pod which can be used for activities or sensory time, the site also provides a quiet conservatory

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Below are examples</p> <ul style="list-style-type: none"> - Person centred care through care plans and risk assessments. - Family visits and input into support and person centred care. - Positive relationships with commissioners and residents teams - Your voice regional meetings <p>we have strived in the last year to enhance our communication processes to enable the people we support to have a voice and be heard - we have adapted documentation to make this person centred and also easy read and conduct 1-1 meetings and also group meetings.</p> <p>we promote choice and are further developing this with enhanced quality governance processes to ensure that through meetings, quarterly care plan reviews and feedback we can further improve</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have implemented an annual health needs tracker this year and have supported and ensured all relevant appointments are made that are beneficial or required for the people we support. all residents have a physical health and wellbeing care plan. Staff register residents with a GP at the local surgery and a dentist.</p> <p>Chiropodist appointments, dieticians, optician's appointments and other medical appointments are identified through care plans and residents are supported by staff, to attend these appointments if necessary.</p> <p>this has been a key focus for Caerlan this year and we have made various monitoring changes to ensure that this is an area that further improves.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>we have a designated Safeguarding Officer and a Safeguarding Lead at site. The safeguarding lead liaises with the local adult safeguarding board regarding any issues, completes safeguarding training, is the point of contact for staff with queries or concerns regarding safeguarding and ensures forms, policies and procedures are up to date. Safeguarding officer and lead both receive safeguarding supervision from the regional safeguarding lead.</p> <p>Designated safeguarding officer keeps a safeguarding log, ensuring it is completed, up to date and all actions completed.</p> <p>we have further enhanced safeguarding training and implemented a positive culture pledge where we promote a positive culture in the workplace, we have enhanced sessions with the team to understand any risks and actions we need to take - this has been a key focus area for this year and we have made great improvements.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is currently undergoing some refurbishment to key areas to enhance the environment and also accommodate people's needs - we have 2 bespoke flats which support individual needs and have been personalised to meet their needs.</p> <p>Caerlan has large communal spaces and provides access for the people we support to open space and also a separate hub in the garden.</p> <p>person centred outcomes are our key focus, Caerlan is a purpose built autism site located in a beautiful location with access to a range of activities on their doorstep, we also provide 3 vehicles to support individuals to access the community.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>43</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	included within the manager route by roles training, we have completed positive culture awareness, add itional pbs training, proact scip, face to face safegu arding lead training, leading teams, HR process trai ning, autism specific training including communicati on training, crisis management training, introductio n to autism, mental health and learning disability
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	in addition to the deputy induction programme, additional training has been completed in line with positive culture training, proact scip and positive behaviour support, introduction to autism, communication training, advanced medication training and systems training - the induction is still taking place at present
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All seniors have been re-inducted and completed a robust suite of training which includes, positive culture, autism, proact scip training, managing a crisis, incident reporting, face to face safeguarding training, diabetes, fire Marshall training, leading teams and system training.
Contractual Arrangements	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	the shift patterns of the seniors range from 8am - 8 pm and 9am - 10pm - the seniors adapt the hours for the needs of the people we support and planned appointments and activities
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	43
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	15
Health & Safety	42
Equality, Diversity & Human Rights	42
Infection, prevention & control	42
Manual Handling	25
Safeguarding	42
Medicine management	8
Dementia	0
Positive Behaviour Management	42
Food Hygiene	42

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Each staff member has allocated training via our routes by role process, in addition all staff have completed positive culture awareness, specific diagnosis training, Proact scip, positive behaviour support, leading and managing incidents, reporting procedures, safeguarding, epilepsy, managing conflict, professional boundaries and enhanced training on our company values and expectations of the role.
Contractual Arrangements	
No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	33
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.	we operate a robust rolling rota consisting of 12 hour shifts starting at 8am - 8pm and 8pm - 8am we provide high levels of staffing based on commissioned hours and 1-1 and have a senior member of staff on every shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance operative - responsible for day to day maintenance at the service including H&S checks, water checks and environmental checks which include equipment. the maintenance operative ensures the planned works are completed in line with the needs of the service.
Filled and vacant posts	
No. of staff in post	1

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

Service Profile

Service Details

Name of Service	Mountain View House
Telephone Number	01495762534
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3500.00
The maximum weekly fee payable during the last financial year?	4500.00

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?	as part of our engagement with the people we support we have adapted our documentation for 1-1 our voice meetings to be held with pictorial content and appropriate for the needs of the individual in line with our social stories, we work with relatives and professionals and advocates to gather feedback through our yearly satisfaction surveys which provide us with the data on areas to improve.

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?	7
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	Mountain view is located in a picturesque small village with extensive views, we have a large secure garden area to the side of the property which can be accessed via the patio doors or front entrance, this provides space and also a trampoline and swing, 2 flats have their purpose built enclosed gardens which have been personalised to meet the needs of the individuals - we also provide 3 company vehicles to support individuals to access the community.
Provide details of any other facilities to which the residents have access	the service has a quiet lounge / activity area at the front of the property which can also be used for sensory requirements

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Mountain view is a bespoke autism service and we have adapted our processes to meet the needs of the people we support - we conduct person centred 1-1 keyworker meetings to enable the people we support to speak freely or be supported to use our pictorial guides to aid their understanding.</p> <p>In addition we gather feedback from professionals and relatives to support.</p> <p>we also promote the below</p> <ul style="list-style-type: none"> - Person centred care through care plans and risk assessments. - Family visits and input into support and person centred care. - Positive relationships with commissioners and residents teams - Your voice regional meetings <p>yearly satisfaction surveys are completed which are pictorial and adapted and we are progressing with electronic care planning</p> <p>the person centred plan and PBS plans are bespoke and reviewed annually, and also quarterly through our quarterly care planning reviews and audits.</p> <p>a full documentation tracker is in place and we have reviewed all files.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents have an annual health checks and access to GP's and professionals dependant on their identified needs.</p> <p>we also have a positive behaviour practitioner whom supports the service and completes the necessary reviews for individuals needs from a behaviour perspective.</p> <p>We hold a health needs tracker and each person we support has a health action plan which is updated following each appointment.</p> <p>due to the needs of the people we support - we ensure they are supported and that there is a clear plan on how they like to be supported, we work with professionals to ensure that appointments are calm, relaxed and person centred.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>safeguarding is a key area we further develop each year. We have a robust policy and safeguarding framework in place.</p> <p>a designated Safeguarding Officer and a Safeguarding Lead is at site. The safeguarding lead liaises with the local adult safeguarding board regarding any issues, completes safeguarding training, is the point of contact for staff with queries or concerns regarding safeguarding and ensures forms, policies and procedures are up to date. Safeguarding officer and lead both receive safeguarding supervision from the regional safeguarding lead.</p> <p>Designated safeguarding officer keeps a safeguarding log, ensuring it is completed, up to date and all actions completed,</p> <p>We discuss safeguarding with the people we support and provide pictorial documentation to support.</p> <p>monthly logs are maintained and we ensure that this is linked to our governance meetings and lessons learnt.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Mountain View is situated in a picturesque setting and has been adapted to be a bespoke autism service to support individuals with autism and complex needs.</p> <p>as part of our continued quality improvement process our governance processes have improved and we have enhanced how we monitor outcomes.</p> <p>our quarterly care plan reviews showcase what goals individuals want to achieve and how we can support them with short and long term goal setting.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 0

Positive Behaviour Management 1

Food Hygiene 1

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

The service manager has undergone an extensive induction programme which included additional training on leading and developing a team, positive culture support, competency based training, unconscious bias training, Fire Marshall and lead safeguarding training

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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The bespoke role is a positive behaviour practitioner who supports the service through incident analysis and also training, this provides de brief to staff and reflective practice and practice leadership.
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
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	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	senior staff follow a robust training requirement in line with mandatory training and site based specific training, this includes system training, incident reporting, positive culture, autism, mental health, proactivity, fire Marshall, inspirational leadership
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	staff work 8am - 8pm and there is 1 senior on each shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	3
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	8
Safeguarding	19

Medicine management	4
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Each staff member follows a route by roles training process and completes additional training as per the service and need staff have completed autism, proact scip and positive culture training.
Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	18
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.	7.45am - 8.15pm to incorporate handover, a senior on each shift also night shifts are 8pm - 8am we deliver high levels of staffing in line with commissioned hours and 1-1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	0
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance operative - responsible for ensuring and maintaining all daily maintenance requests, including H&S, fire, water checks, this role is also to review equipment and environment
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Maintenance H&S training, fire Marshall training and proact scip

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Princes Street
Telephone Number	02920465672
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2367.00
The maximum weekly fee payable during the last financial year?	2736.00

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?	We operate a monthly Your voice forum where we engage with the people we support on key aspects of the service and also their goals and outcomes, the meetings are held 1-1 or group dependent on the needs of the individual, we also conduct yearly satisfaction surveys to gather data to make the necessary improvements across the service

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	to the front of the property there is a small garden area, which is accessible the rear of the property provides a larger space which is accessible and has a courtyard.
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Governance is in place to ensure residents have a voice and are included in the support they receive here at Princes Street:</p> <ul style="list-style-type: none">• 'Our Voice' meetings• Monthly 'My Meeting' to measure goals and outcomes• MDT and CTP meeting participation• Meal choices• Likes and dislikes.• Client's satisfaction surveys• Client's Safeguarding surveys• Support plans and Risk assessments are updated with resident's involvement.• Regular family visits/Contact• Occupational Therapy sessions• Psychology sessions• Weekly advocacy contact <p>All the above is evidenced within meeting minutes, support plan reviews, support files, audit files and of course by talking to our resident's here at Princes Street All residents have the opportunity to meet with an advocate on a weekly basis</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Princes Street has maintained a full MDT team. Our locum psychiatrist has remained in post and provides effective input. Meetings are generally held over Zoom however, therapeutic sessions take place weekly on a face-to-face basis which the residents have welcomed.</p> <p>All residents are registered with a local GP. Staff will support clients to book, attend and understand the information provided by the GP. Staff will record all appointments in the resident's support plan. All client receives an annual health check appointment from the GP.</p> <p>Staff encourage residents to be weighed on a monthly basis. At times when a resident may refuse to have their weight monitored, a refusal is recorded on the file and we support with encouragement and guidance.</p> <p>The health of all client is paramount. We maintain good links with the GP surgery and can ring for advice or an appointment when required. As staff are not medically trained, any health issues are referred to the GP. Staff will keep an accurate record of all appointments attended</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Princes Street, we take Safeguarding very seriously. Not just for our residents but for our staff and visitors too. We have a local Safeguarding procedure in place, which is displayed throughout the home.</p> <p>At Princes Street, we also have a Safeguarding and Protection Lead who is the Home Manager. A poster is also displayed in the home informing all of who he and what his role is. The lead has also both completed the Safeguarding Lead training. Princes Street's Local Arrangement for Safeguarding Adults at Risk is also on display.</p> <p>A Regional Safeguarding Lead is also in post and can be contacted for advice.</p> <p>Whistleblowing posters and number are displayed throughout the home, encouraging staff to report any potentially unsafe, unethical or unlawful conduct.</p> <p>An annual Safeguarding Audit is also completed at site which highlights any potential safeguarding failings requiring us to take action. Actions are always dated and signed off with completion date.</p> <p>A Governance meeting is held monthly to allow discussion a variety of issues including Safeguarding. Any Safeguarding referrals from sites or concerns raised are discussed, actions recorded and then reviewed at the following month's meeting.</p> <p>At Priory Group we complete monthly Quality Walk Rounds. The purpose of this is to ensure high standards of care, to share learning and experiences. Again, any issues or concerns raised through the Walk Round is then passed on to the home in the form of actions. These actions then need to be evidenced and signed off. The views of the service users and staff are recorded here also.</p> <p>All staff at Princes Street undergo Safeguarding training. All staff receive F2F safeguarding training yearly. All staff will also complete safeguarding training for adults and children via an e-learning module. Safeguarding Competencies are completed by all new staff, with annual renewals.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Princes street is a person centred service and has a staff team of consistent staffing to support continuity of care - we strive to support people to meet their goals and wishes and set realistic measurable outcomes and goals through our governance processes - we are further developing this and will be implementing electronic records in the next 12 months to enhance this area.</p>

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

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

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

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

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

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

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	seniors are on each shift form 8am - 8pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	13
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	6
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff complete route by role mandatory training in line with the site specific needs, staff have completed autism, MH, proact scip, data protection and confidentiality, positive culture, PBS and Fire Marsh all
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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.	Rota's are in line with commissioned hours and contracts, and are bespoke to each individual we support as an example our rota pattern is 2 x 8-21 – 1 x 10-22:30 sleep followed by 07:30-08:00 in the morning – 1 x 21:00 – 08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Ffynu
Telephone Number	01873853802
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2339.00
The maximum weekly fee payable during the last financial year?	2780.00

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?	as part of our engagement with the people we support we complete yearly satisfaction surveys and also complete monthly our say meetings, we also provide monthly MDT oversight and daily check ins, we take forward the recommendations or wishes and provide feedback on what action we have taken

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?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a picturesque garden area which is accessible to the people we support and also person centred with their choice of furniture and plants
Provide details of any other facilities to which the residents have access	none

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We have Governance in place to ensure service users have a voice and are included in the support they receive here at Ty Ffynu:</p> <ol style="list-style-type: none"> 1. Service user meetings are held on a monthly basis. Actions are set, then worked through and shared in staff meetings. 2. Care plan reviews are completed monthly by the senior support workers to measure goals and outcomes; care plan updates are completed where required. 3. Multi-Disciplinary Team (MDT) meetings are scheduled weekly throughout each year. Our Psychiatrist Consultant, Occupational Therapist, Psychologist along with Ty Ffynu manager attend. Service users are encouraged to participate in the formation of their individual report as well as in their meetings. Goals / actions are set and worked on. 4. Care and Treatment Plan (CTP) meetings are held with service user's community teams every six months with service user's involvement. 5. Meal choices – our residents are independent with meal planning, shopping and cooking. All are encouraged to make healthy choices however have capacity with their decisions. Staff support with meal preparation when required. 6. Service user satisfaction surveys are distributed to everyone that resides at Ty Ffynu, we have a suggestion box we encourage service users utilise in identify ways we can improve our services. 7. Service user Safeguarding surveys are also distributed and fed back to the data team with outcomes and actions sent to the home manager. 8. Care plans and Risk Assessments are updated with service user's involvement. 9. Service users are supported and encouraged to arrange regular family visits and supported with company vehicle when required. 10. Occupational Therapy sessions are offered weekly with session notes documented in the service user's personal file. Actions are shared with the staff team. <p>All the above is evidenced through meeting minutes, care plan reviews, service user's personal files (PCCP files), audits, surveys and of course by talking to our service users here at Ty Ffynu.</p> <p>We have also undertaken a service user's satisfaction survey where all service users were willing to participate. These can be found in the 'quality' file within the main office of the service.</p> <p>Additionally, we seek the views of the people we support by asking their relative or representative/advocate to answer questions on their service delivery asking about concerns, complaints or compliments.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All service users that reside at Ty Ffynu are registered with GP surgery's in the local area.</p> <p>Health checks are arranged annually and results supplied upon request, and evidenced in the service users personal file.</p> <p>Keyworkers of each service user ensure that illness or health issues are attended to when required and appointments are recorded within the GP/Hospital and dental care contact documents.</p> <p>All our service users have capacity with physical health and on occasions have been known to visit GP independently and reluctant to share information, this is discussed with service users at MDT to try and explain purpose of being open and honest to ensure supported and care for effectively.</p> <p>All health issues are always discussed in MDT and CTP meetings where actions are established and followed up.</p> <p>Our aim is based around the changing needs of the service users and maximising their independence in accordance with their needs by following person centred care plans using their input, ideas and choices.</p> <p>Management and staff have a positive approach to ensuring that at the people they support and their representatives have control over the support they receive and a clear say in what they do.</p> <p>Our focus on clear supervision and appraisal ensures that staff focus on the values of the organisation and that staff continue to receive the support, guidance and training required to provide individualised support.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>An allocated staff member who is specifically matched with a service user will work in a person centred manor. Our staff are supported and guided by the Home Manager and Deputy Home Manager who ensure that staff work to the values and procedures of the organisation.</p> <p>All staff have received safeguarding training, which is refreshed annually.</p> <p>All Service users are asked to complete the annual Safeguarding survey to ensure understanding is acknowledged.</p> <p>Any safeguarding concerns are reported effectively and safeguarding issues are responded to in line with our procedures. There have been no concerns or incidents of potential abuse raised in the period. Safeguarding issues are screened by Monmouthshire County Council and recorded on an internal log without come.</p> <p>We continue to use an independent NYAS Advocate; who advocates for all our service users and feeds back to Home Manager that our service users are content and happy residing here at Ty Ffynu.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Here at Ty Ffynu the team motivates our service users to develop skills to reintegrate into the local community with a view to move from here into living that is more independent whether that be supported living or own home.</p> <p>We have an MDT that complete weekly sessions with service users who are willing to engage. We are currently recruiting for an occupational therapist.</p> <p>We have positive relationships and involvement with service user's family.</p> <p>Care plans are person centred and goal focussed. Positive feedback has always given when these goals are met. If goals are not met, we will not see this as failure instead we will establish other avenues to get service users to where they want to be.</p> <p>We have fun at Ty Ffynu, we celebrate birthdays, Easter, Halloween and Christmas. Some service users write a Christmas list and we will do our best to uphold realistic gift requests.</p> <p>Priory Adultcare have many processes to ensure governance is filtered down, this is evident within this report that lists all processes, which can be viewed at request.</p> <p>Supervisions are very detailed, this is to ensure staff feel supported and have all information required to perform their duties.</p> <p>We also have a good team spirit here with good staff morale.</p> <p>The Home Manager and deputy manager conduct monthly service governance meetings and shares minutes with staff team.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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

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

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

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

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

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	the senior follows our route by role training modules as set up to cover all mandatory training and also diagnosis training specific to the service
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am - 7pm

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	8
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff follow a robust induction programme and in addition route by roles training
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	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.	7am - 7pm and 7pm to 7am staffing is in line with commissioned hours and 1-1 f or each person						
<table border="1"> <tr> <td colspan="2">Staff Qualifications</td> </tr> <tr> <td>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</td> <td>9</td> </tr> <tr> <td>No. of staff working towards the required/recommended qualification</td> <td>1</td> </tr> </table>		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	1
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	1						
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						