

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:	Pembrokeshire Resource Centre LTD
The provider was registered on:	29/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Bangeston Hall	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/12/2018
Responsible Individual(s)	Lyndsey Price
Manager(s)	Jemma Erasmus, Lyndsey Price
Maximum number of places	17
Service Conditions	There are no conditions associated to this service
1A Stockwell Road	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/12/2018
Responsible Individual(s)	Lyndsey Price
Manager(s)	Calum Merrony
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Rosendale Park Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/12/2018
Responsible Individual(s)	Lyndsey Price
Manager(s)	Amanda Elsom-Millar
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
The Old Manse	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/11/2018
Responsible Individual(s)	Lyndsey Price
Manager(s)	Joe Gibby
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Awel Y Mwr	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Lyndsey Price
Manager(s)	Kirtis Bowen
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Identifying needs by: Legislative/policy requirements, Monitoring legislative changes/policy and procedural changes, Responding to training deficits/concerns raised, Responding to Service Manager & Managing Director / RI requests, Meeting needs of new people transitioning into a service Planning: Using the existing e-learning modules on LMS, Using the repertoire of face-to-face delivery sessions; development of courses. Meeting: Suitable arrangements of sessions, keeping up to date records, reviewing
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Increased pay rates, Enhanced DBS paid, Revised elements of our induction, Revised recruitment and compliance process to reduce time to onboard, Engaged with stakeholders to improve attraction, support hybrid working, Developed recruitment material; Introduced employee engagement survey/action plans, feedback; engagement calendar, sharing positive feedback, open about change initiatives. Secondments to develop skills/intellectual capacity. ESCG, clear pay scales. Career Maps, Enhanced EAP

Service Profile

Service Details

Name of Service	1A Stockwell Road
Telephone Number	01646687517
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594
The maximum weekly fee payable during the last financial year?	9269

Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any aspect of their life are 'heard' and acted upon. This will be supported by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring individuals always have access to preferred methods of communication. <input type="checkbox"/> Ensuring that individuals are supported to complete questionnaires and surveys that will be used to improve the service. <input type="checkbox"/> Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. <input type="checkbox"/> Individuals are supported to participate in reviews and meetings about their progress, where possible. <input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
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Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Stockwell Road had a small garden to the rear that accommodates the individuals' interests in gardening and allows space for fresh air and leisure activities such as playing swing ball and having BBQs.
Provide details of any other facilities to which the residents have access	Kitchen diner Lounge / diner laundry

Communicating with people who use the service

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

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>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)
<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>Supporting individual's attendance at regular health checks and health screening</p> <p>Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.</p> <p>Liaising and working with various health practitioners as required.</p> <p>Ensuring that all medicines brought into the home are managed according to the company policy.</p> <p>Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.</p> <p>Discussing of health concerns and appointments with appropriate representatives.</p> <p>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration</p> <p>Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.</p> <p>All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities</p> <p>Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>

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

Be Safe

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

Induction	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.	Sensory Impairment Deprivation of Liberties & Mental Capacity act

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
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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.	Sensory Impairment Deprivation of Liberties and Mental Capacity Act
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.	1 staff member 4 shifts @ 7.5hours 1 shift @ 8 hours
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	2
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	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sensory Impairment DoLs and Mental capacity act
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 x staff 8-10pm day shifts 10-8am Night shifts 3.5 x staff per day 2 staff at night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	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	Awel Y Mor
Telephone Number	01834813225
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594
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The maximum weekly fee payable during the last financial year?	9269
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Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	House Meetings Individual Meetings Key Worker Meetings 6 monthly individual questionnaires Regulation 73 visits by RI

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	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	There is a small garden to the rear of the property where there is a grassed and patio area and also a area of decking.
Provide details of any other facilities to which the residents have access	Local Town & Community and surrounding beaches and country side. Local amenities such as leisure centres, libraries and leisure parks, places of interests, education.

Communicating with people who use the service

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

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>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)
<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>Supporting individual's attendance at regular health checks and health screening</p> <p>Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.</p> <p>Liaising and working with various health practitioners as required.</p> <p>Ensuring that all medicines brought into the home are managed according to the company policy.</p> <p>Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.</p> <p>Discussing of health concerns and appointments with appropriate representatives.</p> <p>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration</p> <p>Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.</p> <p>All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities</p> <p>Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>

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

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10
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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?

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.	DoLs Mental Capacity Act

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
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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.	DoLs Mental Capacity Act
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

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>8-4pm 4-10pm Five shifts over a 7 day period according to the needs of the service 1 senior support worker per shift</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>7</p>
<p>No. of posts vacant</p>	<p>1</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>2</p>
<p>Health & Safety</p>	<p>7</p>
<p>Equality, Diversity & Human Rights</p>	<p>7</p>
<p>Infection, prevention & control</p>	<p>7</p>
<p>Manual Handling</p>	<p>7</p>
<p>Safeguarding</p>	<p>7</p>
<p>Medicine management</p>	<p>7</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>7</p>
<p>Food Hygiene</p>	<p>7</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>DoLs Mental Capacity Act</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>7</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>7</p>

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.	8-4pm 4-10pm 4 people working per shift (Days) 10pm - 8am (Nights) x 1 person
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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

Service Profile

Service Details

Name of Service	Bangeston Hall
Telephone Number	01646682564
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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Fees Charged

The minimum weekly fee payable during the last financial year?	3594
The maximum weekly fee payable during the last financial year?	9269

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?	House meetings Individuals meetings Key worker meeting Reg73 Visits by the RI 6 monthly questionnaires to the individuals

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	We have seven acres of outside space made up of designated areas for certain activities, we have a walled garden which is used as a work project and supplies the main kitchen with seasonal fruit and vegetables. We have sensory area areas set aside for relaxing and enjoyment. All of the supported individuals can access any of these areas and when they want with or without support as appropriate.
Provide details of any other facilities to which the residents have access	Local towns and amenities. Shops, leisure centres, leisure parks, coastal walks, beaches, open country side. Libraries, sports and recreation, horse riding, education

Communicating with people who use the service

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

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>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)
<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>Supporting individual's attendance at regular health checks and health screening</p> <p>Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.</p> <p>Liaising and working with various health practitioners as required.</p> <p>Ensuring that all medicines brought into the home are managed according to the company policy.</p> <p>Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.</p> <p>Discussing of health concerns and appointments with appropriate representatives.</p> <p>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration</p> <p>Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.</p> <p>All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities</p> <p>Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>

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

Be Safe

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	56
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	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.	MCA DoLs

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<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.	MCA DoLs
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DoLs Mental Capacity Act
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.30-10pm 8-10pm 2 staff per shift minimum (days) 1 staff per night 10pm - 8am
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

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

Filled and vacant posts

No. of staff in post	41
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No. of posts vacant	8
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Training undertaken during the last financial year for this role type.

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

Induction	14
Health & Safety	41
Equality, Diversity & Human Rights	41
Infection, prevention & control	41
Manual Handling	41
Safeguarding	41
Medicine management	41
Dementia	0
Positive Behaviour Management	41
Food Hygiene	41
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols MCA

Contractual Arrangements

No. of permanent staff	41
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No. of Fixed term contracted staff	0
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No. of volunteers	0
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No. of Agency/Bank staff	0
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No. of Non-guaranteed hours contract (zero hours) staff	0
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Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	35
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No. of part-time staff (17-34 hours per week)	6
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No. of part-time staff (16 hours or under per week)	0
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Typical shift patterns in operation for employed staff
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Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-4pm 4-10pm 8-10pm 10pm - 8am (Nights) 17 staff on shift per day 6 staff on shift per night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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.	DoLs MCA
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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
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.	MCA DoLs
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1

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

Service Profile

Service Details

Name of Service	Rosendale Park Care Home
Telephone Number	01834871645
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594
The maximum weekly fee payable during the last financial year?	9269

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	House Meetings Reg73 visits by the RI Keyworker meetings 6 monthly individual questionnaires

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?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has 2 gardens to the rear of the property
Provide details of any other facilities to which the residents have access	Local towns and communities with leisure parks & centres. Shops, libraries, beaches and countryside.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

<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>Supporting individual's attendance at regular health checks and health screening Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist. Liaising and working with various health practitioners as required. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files. Discussing of health concerns and appointments with appropriate representatives. Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence. All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Be Safe We aim to keep all individuals safe by</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home <input type="checkbox"/> All staff are trained in safeguarding and understand the process to raise concerns <input type="checkbox"/> All individuals are supported by their funded and agreed staffing level <input type="checkbox"/> All identified risks are recorded, and appropriate management strategies implemented <input type="checkbox"/> Working within legislation to ensure the home is safe and well maintained <input type="checkbox"/> Working within the PBS model to support individuals to manage their anxieties <input type="checkbox"/> We have robust safeguarding, whistleblowing and complaints procedures <input type="checkbox"/> The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions <input type="checkbox"/> Ensuring the homes comply with health and safety regulations and best practices <p>Have control over everyday life and where relevant participation in work</p> <p>We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff. <input type="checkbox"/> Participating in reviews and meetings about their progress, where possible. <input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns. <input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	17
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	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.	MCA DoLs

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
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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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	MCA DoLs Diabetes management
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.	8-10pm 8-4pm 4-10pm 1 staff on shift per day, 5 shifts over 7
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	5
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA Dols Diabetes management
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-10pm - 2 x staff per night 10pm-8am - 4 x staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	The Old Manse
Telephone Number	01437767566
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594
The maximum weekly fee payable during the last financial year?	9269

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	House meetings Reg 73 visits by the RI Keyworker meetings 6 monthly individual questionnaires Individual meetings

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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden area at the rear of the building and a large front garden.
Provide details of any other facilities to which the residents have access	Local town, community and amenities. Shops, leisure centres and parks. Libraries, coastline and countryside.

Communicating with people who use the service

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

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>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)
<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>Supporting individual's attendance at regular health checks and health screening</p> <p>Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.</p> <p>Liaising and working with various health practitioners as required.</p> <p>Ensuring that all medicines brought into the home are managed according to the company policy.</p> <p>Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.</p> <p>Discussing of health concerns and appointments with appropriate representatives.</p> <p>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration</p> <p>Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.</p> <p>All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities</p> <p>Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>

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

Be Safe

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	12.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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.	MCA DOLs

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
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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.	MCA DoLs
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.	8-4pm 4-10pm 1 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	2
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA DoLs Sensory Impairment
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-10pm (Days) x 4 staff 10-8am (nights) x 1 staff Over 7 days a week
<div style="border: 1px solid green; padding: 2px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No