

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name: Positif Care Ltd

The provider was registered on: 11/06/2019

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

The regulated services delivered by this provider were:

Oak Road	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/04/2020
Responsible Individual(s)	Lucy Evans
Manager(s)	Kelly Pitman, Kelly Pitman
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Lakeside	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/12/2020
Responsible Individual(s)	Lucy Evans
Manager(s)	David Williams, David Williams
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Norcote	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/09/2022
Responsible Individual(s)	Lucy Evans
Manager(s)	
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Ganhwy Street	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/07/2020
Responsible Individual(s)	Lucy Evans
Manager(s)	Dan Crandon
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Oakleigh	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	04/02/2022
Responsible Individual(s)	Lucy Evans
Manager(s)	Kelly Pitman
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Arail View	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/06/2022
Responsible Individual(s)	Lucy Evans
Manager(s)	Sarah Jones
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Rhiw Parc Road	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/06/2019
Responsible Individual(s)	Lucy Evans
Manager(s)	David Williams, Kelly Pitman
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<ul style="list-style-type: none"> *Staff allocated courses as and when they are due to renew them - they receive a notification that they have outstanding courses through an app *Training is covered in every staff supervision *training matrix is checked & updated during staff supervisions *Manager discusses staff training, and their own, in supervision with RI *Provider assessment identifies any specific training needed to meet the needs of a child *Training manager arranges courses to meet identified need
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>we lost several members of staff to a local authority that opened homes, many of them sited sick pay as a reason for leaving so we have introduced a policy for staff to be paid for long term absence to help retention.</p> <p>recruitment has been mainly through word of mouth, we tend to take on staff as bank workers so that they are trained and have some experience when a full time position becomes available this also ensures that we don't need to use agency staff as we over recruit.</p>

Service Profile

Service Details

Name of Service	Arail View
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Telephone Number	07871237142
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	9000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	children are consulted through linkwork sessions, weekly planners , weekly menus, their personal plan and through consultation forms used for the quality of care review.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden to the rear of the home which is laid to lawn with a decked/patio area, there is also a covered seating area.
Provide details of any other facilities to which the residents have access	there is an open plan living/dining and kitchen area which is a communal area for the use of the child in placement.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

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

children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them. The child at the home was admitted following a thorough transition and having been consulted on if they wanted to live at the home, they met all staff prior to admission and had spent days on activities with the team. CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.

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.

children are encouraged to attend educational provisions and also to engage in adventurous activities and to work towards the NYAS climbing award. children are registered with a local GP, optician and dentist and all health checks are up to date. Children are happy living at the home. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTECH SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications. Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally. Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home. Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children living at the home says that they feel safe. The home has 2:1 staffing and all staff are core team members - there is no agency used at the home so they are familiar with all staff and have positive relationships with them. All staff undertake annual training on safeguarding, they also complete health and safety training, first aid, behavior management, ADHD awareness and working with trauma. Staff are well trained and supported to ensure that they are best placed to care for the child living at Arail View. The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these. Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff. children report that they feel safe at the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>children living at the home are given every opportunity to try new things and to have new enriching experiences. Children are empowered to have positive time with family and those important to them. Staff advocate for children in all situations and work with their best interests at the forefront of their practice. The home at Arail View is decorated to a high standard. It was fully redecorated for registration prior to a child being admitted to the home. It is comfortable and well furnished. Children living at the home are able, and encouraged, to decorate their own bedroom, the child currently living at the home has personalized his bedroom. Being a solo provision the child is encouraged personalize the home and have photos of those people important to them around the home as well as in their bedroom if they chose to. The home was inspected at the start of the year and received a very positive report with no areas for improvement being identified.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ADHD, first aid, fire safety

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
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ADHD, first aid, fire safety
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	all staff work two days on and four days off, for example they start at 0800 on a Monday and finish at 0900 on a Wednesday, they are then off for four days returning on Sunday so the pattern goes back a day each week.
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ADHD, fire safety, first aid
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	staff work two-days on shift and four days off so for example they start at 0800 on a Monday, finish at 0900 on Wednesday and then they would be off until 0800 on Sunday

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

Domestic staff

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

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

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

Service Details

Name of Service	Glanhowy Street
Telephone Number	014 95726198
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

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?	4000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0

Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>the child living at the home is consulted on all day to day aspects of the running of the home. They are consulted through linkwork sessions, weekly planners, their personal plan and day to day conversations. They are also asked to give feedback as part of the review of the quality of care process and during reg 73 visits to the home.</p> <p>*Link-working sessions discuss day-to-day aspects of the home</p> <p>*Children complete weekly activity planners and menus</p> <p>*Children complete questionnaires for the reg 80</p> <p>*Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard</p>

Service Environment

How many bedrooms at the service are single rooms?	1
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	there is a small garden to the front of the home which is decked and has a seating area for the child and staff to spend time. There is a further patio area and driveway to the rear of the home.
Provide details of any other facilities to which the residents have access	Children have access to adventurous activities off site.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>children are consulted on all aspects of the care and support that they receive. children are given opportunities to try new things and have new experiences.</p> <p>children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive.</p> <p>children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan and it is developed in consultation with them. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for.</p> <p>Children are central to the care and support that they receive and are involved in all decisions that affect them.</p> <p>CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.</p> <p>The RI conducts an audit under regulation 73 every seventh week, the child is encouraged to engage with her and to share their views on the home and the care and support that they receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>all of the children who have lived at the home have been enrolled in an education provision, these have been supported by adventurous activities, the SWEET Btech program and the Duke of Edinburgh award scheme.</p> <p>All children who have lived at the home have been registered with local GP, optician and dentist and have all been encouraged and supported to join group sports clubs and to have positive relationships with family and appropriate friends.</p> <p>Children are happy living at the home. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTECH SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications.</p> <p>Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally.</p> <p>Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home.</p> <p>Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working on a specific issue - this might be discussed in linkworking sessions and then incorporated into the reward chart to encourage engagement, children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at Glanhwy Street.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>children living at the home say that they feel safe, staff receive training to ensure that they are best placed to support the child in placement.</p> <p>all staff complete safeguarding training annually. children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at the home.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff. Team meetings are held regularly to ensure that practice is shared throughout the team, the child is asked for any items they want to be discussed and they receive feedback on this after the meeting.</p> <p>children report that they feel safe at the home, they are supported to attain their own goals and outcomes and the staff team ensure that the child is empowered to do so.</p>

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

the home, and staff team, supports children to achieve their personal outcomes and ensures their wellbeing in all situations. The care and support received by the child is bespoke to them. The physical environment is comfortable and at a high standard. All health and safety checks are completed weekly/monthly within timeframes to ensure that the home is safe. The home at Glanhowy Street is decorated to a high standard. It was fully redecorated prior to all new admissions to the home and each child has been encouraged to personalize their home. It is comfortable and well furnished. The child living at the home is able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. Being a solo provision the child is encouraged to personalize the home and have photos of those people important to them around the home as well as in their bedroom if they chose to. The garden was landscaped during this period to make it a more usable and pleasant space in which to spend time.

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) 7

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

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

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

Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	safer recruitment, price instructor
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	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BEACON, first aid, PRICE (positive behaviour management and physical intervention), CCE, CSE
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	all staff work two days on, four days off. For example, they would start at 0800 on Monday, work through to 2300 and then sleep in at the home. On the second day they would start at 0700 and work through until 2300 and sleep in again, on the third morning they would start shift at 0700 and would finish at 0900. this then goes back a day each week so they would come back in on the Sunday.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

all staff work two days on, four days off. For example, they would start at 0800 on Monday, work through to 2300 and then sleep in at the home. On the second day they would start at 0700 and work through until 2300 and sleep in again, on the third morning they would start shift at 0700 and would finish at 0900. this then goes back a day each week so they would come back in on the Sunday.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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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	Lakeside
Telephone Number	01495313230
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	4000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	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?	*Link-working sessions discuss day-to-day aspects of the home *Children complete weekly activity planners and menus *Children complete questionnaires for the reg 80 *Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard
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Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a private enclosed garden to the rear of the home. It is mostly laid to patio with a small decked area. There is garden furniture and outside lighting.
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

<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>children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them.</p> <p>CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Children are happy living at the home. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTEch SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications. Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally. Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home. Children are encouraged to have time away from the home with friends, as appropriate.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement.</p> <p>children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at the home.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff.</p> <p>children report that they feel safe at the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home at Lakeside is decorated to a high standard. It was fully redecorated prior to a new admission to the home. It is comfortable and well furnished. The child living at the home is able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. As Lakeside is being run as a solo provision the child is encouraged personalize the home and have photos of those people important to them around the home as well as in their bedroom if they chose to.</p>

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

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

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

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

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
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.	safer recruitment, BEACON, supervision, time management, first aid, CCE, CSE, BEACON (train the trainer)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, BEACON, CCS, CSE, positive behaviour management and physical intervention (PRICE)
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
<p>Staff Qualifications</p>	
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	2
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, BEACON, positive behaviour management & physical intervention (PRICE), CSE, CCE
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
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	5
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	Norcote
Telephone Number	07871237142
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

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?	4000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>*Link-working sessions discuss day-to-day aspects of the home</p> <p>*Children complete weekly activity planners and menus</p> <p>*Children complete questionnaires for the reg 80</p> <p>*Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard</p>

Service Environment

How many bedrooms at the service are single rooms?	2
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large open car parking area outside the front of the home. There is a wrap-around garden which goes right around the building with a large area to the right-hand side and the rear of the home. The garden has patio and lawn areas with seating and outdoor dining furniture.
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them. CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice. There is a weekly house meeting at which the children can raise and discuss any issues/concerns that they want to and they are both encouraged to put forward any issues that they want the wider staff team to discuss in the team meeting. Following the meeting they are given feedback on the points that they have raised so that they feel listened to and valued by the staff team around them.

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.

Children are happy living at the home. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTECH SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications. Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally. Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home. Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement. Children are encouraged and supported to be their authentic selves at the home. Matters of sexuality and gender are openly and honestly discussed and the children are supported to access support from other sources such as youth groups and other services.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the children living at Norcote.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff.</p> <p>The suitability and provider assessments identify and training needs for the staff team to ensure that they are best placed to meet the needs of the children in placement. All staff at the home were required to complete self injurious behavior training and the PREVENT training due to concerns that were raised at admission for the two children currently living at the home. children report that they feel safe at the home.</p> <p>Due to the gender identity of one of the children the team have done a lot of work around acceptance and gender/sexuality with the children at the home - this has obviously been age appropriate and done sensitively.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home at Norcote is decorated to a high standard. It was fully redecorated prior to registration.</p> <p>It is comfortable and well furnished. The children living at the home are able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. One of the children has gone for a bright pink color and the other is more than happy with just a few posters that they wanted. As this is the first and only group living environment amongst the homes we have it has been a bit more of a learning curve but the children and staff team have worked together to make it a really lovely environment where everyone is valued and appreciated.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, PRICE (positive behavior management and physical intervention), PREVENT (radicalization awareness) self injurious behavior, ADHD, CCE, CS E.

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
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, PRICE (physical intervention and positive behavior management), PREVENT, ADHD, CCE, C SE, BEACON
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	3
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PREVENT, ADHD, CCE, CSE, BEACON, PRIVE, first aid, self-injurious behavior
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Oak Road
Telephone Number	01495292121
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	9000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ul style="list-style-type: none"> *Link-working sessions discuss day-to-day aspects of the home *Children complete weekly activity planners and menus *Children complete questionnaires for the reg 80 *Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard

Service Environment

How many bedrooms at the service are single rooms?	1
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	There is an enclosed rear garden area which is decked for the child to use. There is garden furniture for the use of the child and staff team.
Provide details of any other facilities to which the residents have access	The child has access to adventurous activities off site.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them.</p> <p>CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Children are happy living at Oak Road. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTECH SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications.</p> <p>Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner encourages a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally.</p> <p>Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home.</p> <p>Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at Oak Road.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff.</p> <p>children report that they feel safe at the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home at Oak Road is decorated to a high standard. It was fully redecorated prior to a new admission to the home. It is comfortable and well furnished. The child living at the home is able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. Being a solo provision the child is encouraged to personalise the home and have photos of those people important to them around the home as well as in their bedroom if they chose to.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	7
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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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	The home manager has completed a level 5 safeguarding course to support her role as the safeguarding lead for the company.
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	all staff work two days on, four days off. For example, they would start at 0800 on Monday, work through to 2300 and then sleep in at the home. On the second day they would start at 0700 and work through until 2300 and sleep in again, on the third morning they would start shift at 0700 and would finish at 0900. this then goes back a day each week so they would come back in on the Sunday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	BEACON training, FGM, CSE, CCE, first aid, PRICE (positive behaviour management and physical intervention)
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	all staff work two days on, four days off. For example, they would start at 0800 on Monday, work through to 2300 and then sleep in at the home. On the second day they would start at 0700 and work through until 2300 and sleep in again, on the third morning they would start shift at 0700 and would finish at 0900. this then goes back a day each week so they would come back in on the Sunday.
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	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	Oakleigh
Telephone Number	07871237142

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	1100.00
The maximum weekly fee payable during the last financial year?	1100.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ul style="list-style-type: none"> *Link-working sessions discuss day-to-day aspects of the home *Children complete weekly activity planners and menus *Children complete questionnaires for the reg 80 *Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard

Service Environment

How many bedrooms at the service are single rooms?	1
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	<p>there are front and back gardens, both of which are fully enclosed . The front garden has a parking area and a raised decked seating area.</p> <p>The rear garden is laid to lawn with a sloped area, there is a small pond which had various fish in it.</p>
Provide details of any other facilities to which the residents have access	children have access to adventurous activities off site. They are also encouraged to join clubs and groups locally.

Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan and contribute to it so that it is written in conjunction with the child. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them. CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.

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.

Children are happy living at the home. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTEch SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications. Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally. The child is also afforded opportunities for 'fun' pastimes such as going to the cinema. Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home and the staff team work proactively with practitioners to ensure that all identified needs are met. Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement. The child living at the home is encouraged to behave appropriately, the personal plan identifies areas to improve on and this is followed through into the reward chart and linkworking sessions - progress is reviewed monthly and aims and objectives reviewed to ensure consistent progress towards the overall aims of the placement.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at Oakleigh.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff.</p> <p>children report that they feel safe at the home. The manager of the home recently completed the level 5 safeguarding course and all staff members complete training annually to ensure that they are best placed to safeguard the child living at the home. The team are dedicated to ensuring that children have the best experience possible and that they are able to have positive childhood experiences whilst being safe with trusted adults who genuinely care about, and are invested in, them.</p> <p>The team work with partner agencies to ensure that children's needs are fully met in all aspects of their development and progress.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home at Oakleigh is decorated to a high standard. It was fully redecorated prior to registration.</p> <p>It is comfortable and well furnished. The child living at the home is able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. Being a solo provision the child is encouraged to personalize the home and have photos of those people important to them around the home as well as in their bedroom if they chose to.</p> <p>All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday. This ensures consistency and minimizes disruption to children, they know who will be at the home and when. Any staff shortages/annual leave is covered by the core team.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, PRICE (positive behaviour management and physical intervention) advanced PRICE (floor holds), safer recruitment, interviewing, safeguarding level 5
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	advanced PRICE (positive behavior management and physical intervention), first aid, BEACON (trauma informed practice), ADHD, Autism awareness, Online Safety awareness
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.

Staff Qualifications

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

3

No. of staff working towards the required/recommended qualification

0

Other social care workers providing direct care

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

9

No. of posts vacant

0

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

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

Induction

9

Health & Safety

9

Equality, Diversity & Human Rights

9

Infection, prevention & control

9

Manual Handling

9

Safeguarding

9

Medicine management

9

Dementia

0

Positive Behaviour Management

9

Food Hygiene

9

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

first aid, advanced PRICE (positive behavior management and physical intervention), ADHD, Autism awareness, online safety awareness

Contractual Arrangements

No. of permanent staff

9

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	5
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	Rhiw Parc Road
Telephone Number	01495213303
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	9000.00
The maximum weekly fee payable during the last financial year?	9000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>*Link-working sessions discuss day-to-day aspects of the home</p> <p>*Children complete weekly activity planners and menus</p> <p>*Children complete questionnaires for the reg 80</p> <p>*Children are asked to contribute to staff meetings and are given feedback from the meeting so they can see that they are being heard</p>

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small decked area at the rear of the home where the child and staff can sit, there is outdoor furniture and a BBQ.
Provide details of any other facilities to which the residents have access	Not within the home or grounds but there is access to adventurous activities and outdoor activities with instructors.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>children are central to the care and support that they receive. They are consulted on all day-to-day issues at the home and are involved in developing their weekly planner and menu each week. All issues pertaining to the care of the child are detailed in their personal plan and through this document they can voice their opinions on the home and the care that they receive. children feel heard and are afforded opportunities to have their say in all aspects of their care. Their personal plan is reviewed every month and they go through it with their linkworker so they are aware of the content of the plan. They identify their own personal aims and objectives and the plan has a section for them to add their views wishes and feelings, there is also a feedback section so that they get a response to everything that they have raised/asked for. Children are central to the care and support that they receive and are involved in all decisions that affect them.</p> <p>CLA review reports are written prior to the meeting and the child has opportunity to add anything that they want to be discussed. The home advocates for children in all situations and ensures that they have a voice.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Children are happy living at Rhiw Parc Road. The home places a great deal of importance on education and staff are proactive in working with the placing authority, and host authority to secure an appropriate school provision. As an interim measure the home provides a full timetable of adventurous and educational activities so that the child is in a routine of learning. Children can complete the Duke of Edinburgh award and the BTECH SWEET qualification, they can also complete various climbing awards whilst living at the home so that they can earn qualifications.</p> <p>Children are encouraged to be healthy. The weekly menu ensures that a well balanced diet is provided, the weekly planner ensures a mix of educational and active pursuits, Children are encouraged to join local clubs and groups so that they have opportunity to meet peers and form appropriate friendships locally. Children are encouraged to attend appointments for check-ups with the dentist, optician and GP and are registered with all providers on admission to the home. Any specialist services are utilized to meet the needs of the child living at the home.</p> <p>Linkwork sessions cover all aspects of health and wellbeing, the team openly discuss any concerns that the child may have and pitch to their level, for example working around good oral hygiene - this might be discussed in linkworking sessions and then incorporated into the reward chart, it would be broken down into manageable stages so perhaps brushing twice per day, then developing to flossing and using mouthwash and the child could earn a reward by completing the tasks well to encourage engagement.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>children living at the home feel safe. Staff are well trained and supported to ensure that they are best placed to care for the child living at Rhiw Parc Road.</p> <p>The staff team work together to ensure consistency across all shifts, communication across the team is good to ensure that all of the team are aware of all information that they might need to work effectively with the child and also of any concerns so they can work collectively to address these.</p> <p>Staff all complete safeguarding training annually. Policies are in place to ensure that all staff work in the same way. Handovers are robust to ensure that all pertinent information is handed over to the oncoming staff.</p> <p>children report that they feel safe at the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home at Rhiw Parc Road is decorated to a high standard. It was fully redecorated prior to a new admission to the home. It is comfortable and well furnished. The child living at the home is able, and encouraged, to decorate their own bedroom and we offer a graffiti artist to do this if the child wants. Being a solo provision the child is encouraged to personalize the home and have photos of those people important to them around the home as well as in their bedroom if they chose to.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

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

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

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

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

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3

Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, BEACON, CCE, CSE, positive behaviour management and physical intervention (PRICE)
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All staff work on a two-on, four-off pattern. For example, they start work at 0800 on Monday and work through until 2300, they sleep-in at the home and on the second day they start work at 0700. Again, they work through until 2300 and sleep-in at the home. On the third morning they start at 0700 and finish at 0900 after handover. It then goes back a day so they would be back at work on Sunday and work until Tuesday morning. The next shift would be Saturday, Sunday finish on Monday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No