

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: Potensial Ltd

The provider was registered on: 26/06/2019

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

The regulated services delivered by this provider were:

Orme House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Paul Hart
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Cement House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Chris Tilley
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Garfield	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Chris Tilley
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Queens Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Sharon Feehan
Maximum number of places	39
Service Conditions	There are no conditions associated to this service

Cae Glas	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	27/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Natalie Toner, Natalie Toner
Maximum number of places	25
Service Conditions	There are no conditions associated to this service
Galluogi Potens Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/06/2019
Responsible Individual(s)	Nicki Stadames
Manager(s)	Rebecca Wyke
Partnership Area	North Wales
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	In addition to core training, Identifying specialist training happens at assessment of referrals, changes in people we support present ations both physical and mental, discharges and at supervisions/c ompetency assessments. Planning is supported by an area based Training Coordinator wh o will liaise with managers to ensure training remains focused Continuous feedback to assess the quality and meaningfulness of training is captured pre and post training as per our Learning and Development policy.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Potens have reviewed processes and procedures to remain agile and respond quickly to potential staff. Our central recruitment tea m coordinate the process ensuring all stages are compliant with s afer recruitment processes. Staff retention is tracked and reported on to identify and respond to trends. Our health and wellbeing agenda including our Employ ee Assistance Programme has been cited as a positive aspect of working in our services, this lays the foundation for a positive wor k environment

Service Profile

Service Details

Name of Service	Cae Glas
Telephone Number	01745812881
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	785.55
The maximum weekly fee payable during the last financial year?	1250.00

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings. Quality Assurance Surveys. 1:1 meetings.

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large outside garden area. Large covered verandah and patio area. Covered smoking area.
Provide details of any other facilities to which the residents have access	Activity room. Kitchen. Laundry room. Shared bathrooms.

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

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.

Monthly meetings are arranged for people we support. Everyone is encouraged to attend the meetings.

There are standardised agenda items which include Safeguarding, Advocacy and Complaints. Any actions arising from the meeting are recorded and an action plan devised with outcomes confirmed at the following meeting.

A suggestion box is in situ in the service for people we support, staff or visitors to comment on any suggested improvements / new ideas as well as a comments book displayed in the dining room for people we support views on the quality of food provided or requests for certain meals.

All people we support are encouraged to engage in their support / risk plans with a care plan summary available for signing their consent. The recovery coordinator position is also being reintroduced. This will encourage the people we support to take an active part in planning their goals and being involved in reviewing progress.

End of life wishes for people we support who wish to discuss this area can do so with their named nurse is available to assist in this area.

Audits on the people we support files are completed using relevant audit tool to ensure contents are appropriate and relevant and support plans reflect choice and opportunities, there is a schedule in place for this.

A complaints policy is available and information of how to make a complaint is available in communal areas, a complaints log is held centrally in the service and residents are encouraged to use this facility if they are unhappy with anything at Cae Glas. People we support are encouraged to use this procedure if they are unhappy with any aspect of their care.

There is a safeguarding board which contains information for people we support and staff and highlights the procedure for raising concerns.

Local authority and health board regularly review people we support to ensure they are adequately placed, and their needs are being met.

Advocacy services are frequently accessed for the people we support to ensure that they have someone independent of Cae Glas to support them with any particular issues they may have.

<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>The people we support at Cae Glas continue to have annual care reviews via the local community mental health services and / or social services as well as annual physical health checks with their identified GP practice.</p> <p>Physical health monitoring is also provided in house by qualified nurses on at least a monthly basis including Clozaril monitoring for relevant people we support.</p> <p>All people we support have a Rethink health document completed outlining any associated physical health problems and an associated action plan, also each person we support has an individual hospital passport and communication passport which accompanies them to general hospital in order to provide relevant information and ensure continuity of care.</p> <p>All people we support have access to physical health community services including:</p> <p>General Practitioner, Dentist, Optician, Chiropodist, Physiotherapy, District nurse</p> <p>People we support are actively encouraged to provide input into daily menus and meals are a standing agenda item in people we support meetings with a focus on healthy eating. Generally, comments are positive.</p> <p>There are regular monthly quality assurance audits completed by the area manager or locality manager. These include discussing issues with people we support in order to ensure they are supported to maintain their ongoing health, development and overall, well – being. A summary report is provided with any actions identified and highlighted on the service development plan and actions monitored for compliance. The RI visits quarterly also feature direct discussion with the people supported.</p> <p>Annual stakeholder surveys are carried out in order to gain views from all stakeholders relating to whether people we support are happy and are supported to maintain their wellbeing.</p> <p>Regular management, nurses and team meetings are held to discuss issues and monitor agreed action plans to ensure the quality of the care provided.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The views of people we support are obtained through surveys, people we support meetings, key worker and key nurse sessions, comments book in kitchen and day to day interactions. The office door is always open, and the people we support are encouraged to share views openly in a non-judgmental manner. People are encouraged to share any concerns with the managers or staff team.</p> <p>The annual quality assurance is completed and this covers views from the people we support, their family, external stakeholders, and staff.</p> <p>People we support risk assessments and care plans are developed for all and which include any potential safeguarding issues. These are regularly reviewed and updated. The people we support are encouraged to be involved as much as possible.</p> <p>We ensure that safeguarding referrals are made when necessary and ensure that the person we support is consulted about this and their views and wishes are followed.</p> <p>All staff receive safeguarding and duty of candor training.</p> <p>New staff follow a robust recruitment process which enables us to ensure that the staff that are recruited are of the highest standard.</p> <p>All staff are subject to enhanced DBS checks which are renewed every 3 years.</p> <p>DOLs applications are submitted appropriately for any person we support to ensure their safety and wellbeing.</p> <p>Staff have signed up to the safeguarding declaration and there is a social care wales handbook that staff are working through.</p> <p>There is an 'app' that has up to date information and guidance re safeguarding procedures and is updated. Updates send a notification to the staff member via the 'app' to ensure access to most up to date guidance.</p> <p>During supervisions and team meetings the issue of safeguarding is brought up and staff can report any concerns at any time either by whistleblowing or speaking to senior staff. The processes to follow for safeguarding or whistleblowing are discussed with all staff to ensure that they are confident to raise concerns as necessary.</p>

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

Cae Glas is located in a small, busy town. It has an abundance of local amenities including local shops, supermarkets, GP surgeries, chemists, a leisure centre, churches, theatre - all within walking distance. The town of Denbigh is also easily accessed by a regular bus service.

All the people we support are encouraged to access the local and wider community should they require assistance with this, examples include attending college courses, voluntary projects, Church, local shops, banks and trips are arranged on a weekly basis. The people we support are involved in choosing where the trips are, and ideas are asked for in the monthly meetings. The people we support are treated with dignity and respect by all staff and we actively promote inclusion in the community. The people we support regularly access the local community and are respected in the area.

Nurse meetings are held and Clinical issues, roles and responsibilities for both the nurses and support workers.

Should we assess any of the people we support who may be unsuitable for the environment e.g. they lose mobility or become too physically unwell to be cared for here in Cae Glas then an urgent meeting with their care co-ordinators, social worker, psychiatrist, people we support and family members to discuss the best options to ensure the people we support receives the best care for their needs. We will always try to continue to support the person if reasonable adaptations can be made to support a person's changing needs.

Health and safety and infection control audits are carried out regularly and any environmental issues are highlighted and actioned. An annual property audit is completed to identify any improvements /refurbishment that is required, and adequate funds are made available for identified works to be completed.

People we support are consulted about the environment during people we support meetings or as and when items are being ordered.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	17
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	1

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	5
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

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

Varies, each shift is 12 1/4 hours to include handover time, day shifts start at 7 45am and finishes 8pm . Night shifts start at 7 45pm and finish at 8am.

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	18
No. of posts vacant	2

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

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

Induction	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	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

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

Average number on shift is 3 or 4 depending on needs of the service. Start times are 7 45am until 7 4 5pm for day shifts and 7 45pm until 7 45am for night shifts.
Days of work are varied.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	0

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

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

Filled and vacant posts

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Person Responsible for day to day repairs, emergencies, health and safety checks

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

Service Profile

Service Details

Name of Service	Clement House
Telephone Number	01492879652

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

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	906.85
The maximum weekly fee payable during the last financial year?	2522.31

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	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support have a residents meeting every month, which give them the opportunity to talk about any issues, complaints, compliment about the service, people with communication difficulties are supported by their keyworker with the meeting, they have a key worker meeting every month where people can discuss any issues with their keyworker who will support them to raise these issues.</p> <p>There was a yearly survey to gain the views of the people we support on the service this covered all areas of the service and was available on a QR code and a easy read which could be used by people with difficulties with communication or reading, keyworker assisted with these forms where required</p>

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Clement House has a front garden with bushes and potted plants, outdoor seating is accessible for all people we support to use, there is also a rear garden split on two levels the lower level has a wooden table and chairs for people we support to relax and eat outside on suitable days, the upper level has a summer house which can be used for quiet time and relaxation in the summer.
Provide details of any other facilities to which the residents have access	The people we support have access to the local community, and community activities.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

People we support at Clement house will have a meeting every month, with support from staff. If they require support with the meeting, they will create an agenda, and if possible a person we support will chair the meeting with support if required. At this meeting people can voice their opinions about the service and discuss the menu choices for that month. They can also talk about arranging holidays, day trips and any other activity they wish to take part in. Support is given to people with communication difficulties and pictorial aids can be used.

Some people who are unable to attend or find it difficult to attend these meeting can voice their opinion to their key worker at their key worker meetings held once a month. At these meetings people will have the opportunity to talk about their health and wellbeing, positive relationships, views, wishes and feelings, meaningful activities, enjoyment and activities, any safeguarding issues, their care plan, and risk planning.

People we support have a person-centred plan which is reviewed every 6 months. At the review people who are part of the person life and support are invited to attend the review, for example family, social workers, advocates etc.

The review will give the person we support the opportunity to talk with everyone involved in their care and support, they can talk about a variety of set topics which are, what they like and admire, any skills, achievements, what is important to them, what is working for them and what is not working for them.

Potens have an annual survey for the people we support which gives the person we support to give their view about the service and support that they have received over the year, this survey can be accessed by a QR code or a paper form which support can be given the person if required. The survey contained 18 questions about the support they received and how the support was provided for them, did they receive dignity and choice whilst being supported.

We then have a complaint and compliment policy, all people we support have the right to be able to complain if they feel that they are not receiving the right support or compliment if they feel they are receiving good support. All complaints will be passed onto the manager who will investigate the complaint or if a serious complaint had it over to their line manager. The complaint should be investigated and the results should be given to the person who made the complaint within 28 days

<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>Clement aim to work with the people we support to provide the m with all they require to have a happy and healthy independent life as possible.</p> <p>People we support will have an annual check-up with the GP practice, dentist, optician and physiotherapy if required. This will help with maintaining their general health. In addition people have a chiropodist appointment every 6 weeks to maintain healthy feet. Staff will support people to their appointment where needed and all information is included in a hospital passport</p> <p>People we support are steered towards healthy options in their choices of food. There is always fruit and healthy snacks available and to maintain a baseline, with consent individuals are weighed every month to monitor any changes. Meals will be chosen at the people we support meeting, there are pictures of the meals for the people with communication difficulties. This is particularly important for people on special / textured diets to ensure they have a healthy nutritious options,</p> <p>Individuals are supported to access the community by public transport and the service vehicle. Often individuals will access shopping, cinema, cafes, pubs, theatre, disco and day services which promotes participation and being a part of the local community.</p> <p>People we support will book holidays or day trips if they wish to go away, staff will support them to book and pay for these events and if needed support them whilst they are away</p> <p>Clement believes that having family and friends is important to people's wellbeing, people we support are encouraged to maintain contact with their family and friends, and to make new friends if they wish to. Clement will encourage interaction with other services as a means to promoting friendship</p> <p>Where people we support are religious, we will support them to attend the relevant place of worship.</p> <p>Potens have a full wellbeing agenda, our recent day was well attended and the people we support went along to enjoy the entertainment and food whilst meeting new people. They have also joined in a "bake off" between two homes. The people we support made a cake and went to another home to see who had the best cake. It was fun and new friendships were formed - more days to be arranged in the future.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Potens have a robust quality assurance framework in place of which Clement is part of. Monthly quality audits will include review of all regulation areas, specific RISCA regulations, staff, and people we support files. These audits are completed by the area manager and the locality manager. In addition we have the RI visits.</p> <p>All policy and procedures are reviewed as per legislation and all risk assessments reviewed annually.</p> <p>Clement will complete its own internal checks monthly including medication audits, fire checks, incidents & accidents, health & safety, safeguarding files, and key workers summaries</p> <p>Where any safeguarding concerns are raised that could potentially result in safeguarding issues they will be reviewed initially by the manager of the service. They will as a matter of course contact the designated person within the safeguarding team to ask for advice and to establish whether it should be referred formally to safeguarding. As the process develops, any recommendations are actioned and reflected through the care planning process and risk assessments.</p> <p>Staff meetings are held every month where every person we support is discussed. Any issues will be discussed with all the staff and if its felt appropriate plans will be formulated.</p> <p>All staff and management are fully trained through e/learning and face to face training. The training matrix is regularly monitored to ensure all staff are up to date with their training and this is reflected on in supervision. This is also a time where managers will ask staff to reflect on their practice and to consider if there are any concerns regarding the care and support of the individuals.</p> <p>All staff have safeguarding training through the elfy portal, the new Wales safeguarding procedures are discussed during staff meetings and all have download the app to their phones.</p> <p>Potens have an active Safeguarding Board which all staff have details of. Staff can also use this as an avenue to raise concerns in addition to their line manager</p> <p>All staff have signed the Wales Safeguarding Declaration which are stored in the safeguarding file, and all staff are subject to enhanced DBS checks which are renewed every 3 years</p>

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

Clement has annual property audits to identify any new items needed for the person we support as preferences are sought for bedroom furniture and household items. A planned programme of renewal is in place to support this, and people we support will often request new items as a result of discussions in staff or 1-1 meetings which are facilitated.

The property audit also includes building works to ensure the property is well maintained and comfortable.

Throughout the year, regular environment checking means we can quickly identify areas that need repair or replacement. In the case of repairs, there is an established procedure for reporting that is sent to a central repairs email.

Modifications to the accommodation will be made as required to enable an individual to remain in Clement if this is the only barrier. Clement would work closely with the relevant external professionals including Occupational Therapists and Physiotherapists. A recent example is the purchase of a stair chair to allow access to all areas. This was after an assessment by the Local Authority deemed this to be appropriate.

Individuals living in Clement are encouraged to personalise their own rooms and also the house in its entirety. Staff will support with this to ensure the home does not reflect their place of work, rather that we are in peoples houses

This is all assessed as part of the quality assurance process where people we support are asked for their opinions. This is collated and where changes are required will form part of the report and from that will sit in the service development plan.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11.05
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	12
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	There is a shift system which is morning 8am to 4pm, afternoon/ evening shift 2pm to 10pm and a wake in night staff 10pm to 8am, we also have a sleep-in member of staff every night. each shift will have on average 3 members on the morning and 3 staff on the afternoon / evening shift , then 1 member of staff on the wake in night shift with 1 staff member sleeping in.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	4
Domestic staff	

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

Service Profile

Service Details

Name of Service	Galluogi Potens Wales
Telephone Number	01978758854
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	One project uses Makaton as an additional means of communication delivery

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
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Fees Charged

The minimum hourly rate payable during the last financial year?	15.90
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Questionnaires Person Centred Reviews People We Support Forums People we Support House meetings

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Community based programmes and interaction continues to grow across all sites.

We are accessing both specialised groups and mainstream, for example one of the people we support is helping at an art gallery and will be joining art groups as soon as these start. One person we support has been helping out at Park Runs.

Another person we support has a paid job as a Health Care champion, and they attend the local hospitals to talk with hospital staff about the importance of Health Checks for people with learning disabilities.

Another person we support who was reluctant to go out or socialise, has with support recently taken up yoga and Pilates in a general group and is preparing for a walk up Snowdon as a current goal.

People also continue to access work more traditional work placements at cafes, nursery's, charity shops, and museums.

One person we support is accessing their first ever work placement. We have been able to gain this following a reduction of his support hours from 2:1 in the community to 1:1 which has enabled opportunities to open up.

One of the projects teamed up with a residential service in North Wales to start a friendship group. Initially through Zoom but then met up for a 'come dine with me' evening, whereby each hosted the other for an evening of food, games and fun.

The locality manager has started a process for PCP reviews which the team leaders are now following up. This has been a great opportunity for the people we support to discuss wider outcomes and goals they wish to achieve. These are living documents and reviewed to reflect any changes.

We continue where agreed to embed active support in order to promote independence and skills development.

The people we support are involved the interview process when recruiting staff. One of the people we support takes great pride in asking questions, chatting to candidates and explaining how they would like to be supported.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have a robust wellbeing agenda that supports both the people we support and staff team. To best promote and enhance the people we support experience you need a staff team that is also equally well catered for.</p> <p>We have held two wellbeing days in the last 2 months that have catered for both people we support and staff.</p> <p>One of the people we support is a health check champion and they used some of the time at the Wellbeing Day to discuss with the other people about the role and the significance of health checks to their wellbeing.</p> <p>The people we support are encouraged to self-medicate wherever possible. This is completed in a safe manner and risk assessed prior to implementation. There are regular checks implemented, and the process where required has additional controls added. We have supported this by encouraging 'alarms' on phones to remind people about medication times and using pictorial prompts for example.</p> <p>People we support are encouraged to have control over medical appointments and health care generally. Again, this is risk assessed and individual preferences taken into account, their opinions /preferences are central to our decisions and responses.</p> <p>We work closely with our Local Authority and our Positive Behaviour Support team to manage incidents effectively, collaborating with the individuals, our staff team and family to understand root causes of this and how to improve the wellbeing of the tenants.</p> <p>We undertake regular team reviews for all areas, this is to highlight areas we feel we are good at, areas of need and areas we would like to develop. This has proved a valuable resource and is linked into team meetings, so that we can review progress. This is focused to how we are doing our roles and promotes outcomes for the people we support. This has a positive effect on the staff team, a continuous improvement ethos and their opinions towards work. These also link to the person centred reviews and ensuring that all know and understand clearly what we aim to achieve for each person.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Proteus offer a robust safer recruitment process and range of training including service specific and mandatory to ensure competent staff support individual tenants.</p> <p>There is a comprehensive induction process that staff work through with buddies or mentors. In addition, we have a robust process for staff that are new to social care that links to AWIF. For all new starters this incorporates duty of candour, getting in on the act, and introduction to the Safeguarding Wales app and the declaration. These are revisited, as are any safeguarding concerns during supervision.</p> <p>We have a good awareness of safeguarding procedures and have made self-referrals when we received an anonymous complaint via email. This was subsequently investigated and found to be unsubstantiated, but we want to have an open philosophy and be transparent about any concerns, complaints, or allegations made.</p> <p>Assessments are undertaken thoroughly to ensure we can provide a service for people coming into our projects. These are reviewed regularly and transition periods are used as additional resource for assessment. We manage each admission in a manner that is tailored to suit the individual. Some prefer a long transition period whilst others only require a couple of visits or meetings prior to moving in.</p> <p>We regularly review support hours to make sure we are not either stifling the individuals with support they don't require or not able to meet needs due to not having enough support or changing health needs.</p> <p>Recruitment is a big issue within social care nationally, we are finding it challenging to attract experienced staff. We have been trying to counter this by contacting local colleges and job centres, but this remains a work in progress.</p> <p>We have been able to use probationary periods well in order to remove staff who are not performing to a high standard therefore ensuring individuals are supported by appropriate staff</p> <p>Staff are in receipt of regular supervisions and competency reviews that cover a wide range of topics including wellbeing and safeguarding. All staff are aware of their responsibilities under the duty of candour to raise any concerns immediately. We also use observational practice to gauge staff strengths and weaknesses in supporting individuals and their understanding of personal goals and plans.</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) 42

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Undertaking level 5 Leadership and Management in addition to previously gained Registered Managers Award . Alongside all mandatory training , additional service specific courses including substance misuse , ACE' s , Personality Disorder , RISCA .
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?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Undertaking Level 5 QCF , has achieved Step up to Management. Has undertaken all mandatory training , and in addition, Makaton, Active Support , Epil epsy , Autism and elements of Potens Management training , including HR Access, and Matrix .

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
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	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alongside mandatory training , service specific training , including Makaton , Supporting people in their own homes with Mental health , drug and alcohol training , Epilepsy personality, disorder , reflective practice, values and attitudes , undertaking difficult conversations , MCA and DoLS . All Team leaders currently undertaking Level 4 QCF
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	36
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	17
Health & Safety	33
Equality, Diversity & Human Rights	36
Manual Handling	35
Safeguarding	36
Dementia	0
Positive Behaviour Management	20
Food Hygiene	35
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alongside all mandatory training staff have undertaken (if pertinent to their role and service provision), Makaton , Active Support , Fire Marshall, Epilepsy , Autism , Values and Attitudes , Reflective Practice , Supporting people in their own homes , Autism Bus Experience, First Aid , Dealing with conflict and Difficult conversation , Mental health awareness , understanding Alcohol and Substance misuse , PCP , Epilepsy , Diabetes , Personality Disorder , Suicide Awareness .
Contractual Arrangements	
No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	26
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	10

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	Garfield
Telephone Number	01492547549
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1012.00
The maximum weekly fee payable during the last financial year?	1779.00

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?	People we support meetings, Quality Assurance Surveys, Keyworker meetings and complaint policy implementation.
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Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garfield has two layer garden - there is a patio area with seating for people to eat or relax and have communal activities, and an enclosed garden which is next to the patio area, this garden has a lawn, there is a washing line for people to use to dry their clothes, this year we have purchased chickens for the service, this was raised at the residents meetings, people all care and maintain the chickens.
Provide details of any other facilities to which the residents have access	There is a wooden outhouse garden area, this is a wellbeing and activity hub, this has been created the end of the financial year and is ongoing for improvements, there is a games table for pool and table tennis, a dart board, there will be a seating area for relaxing and meeting friends. everyone has access to the community, there is easy access to public transport and the house has a car to give people greater access to community activities.

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>Support plans are developed and reviewed with the individuals full involvement. From these, pathways are then developed with allow the people we support to take more control of their lives. People we support are central to setting the agenda for their monthly meeting. These are developed so individuals can put their views forward in the running of the home. Subjects will range from menus, daily task within the house and activities that interest individuals. It's a great opportunity to voice opinions and listen to what concerns others may have.</p> <p>Key worker monthly summaries are completed with individuals with each staff member chosen by individuals to support them. This includes a planned discussion to develop opportunities for outcomes.</p> <p>Monthly visits are held as part of quality assurance. These are completed by the Locality and Area Manager. Part of this process is for individuals to have the opportunity to speak about any concerns or positive stories that they may want to share during these visits. These are tied into the RI visits which means all involved are kept informed</p> <p>There is a notice board signposting information that may be of interest to individuals including how concerns can be raised if needed to different bodies</p> <p>Within the house there are a wide range of activities offered to the individuals which is as a result of actions from meetings and 1-1 discussions. These include paddleboarding and surfing</p> <p>People we support are involved in deciding destinations for outings and events offered which are often celebrated on Facebook and good news stories. There is a folder in the house which is available for anyone to read</p> <p>Garfield has had a CIW inspection in January 2023, there was no compliance issues in the report, it was a very good inspection and below is the summary:</p> <p>People are happy living at Garfield. They develop independence skills and are supported to become more confident in their abilities. People show their cooking skills, entertaining friends from another home with a dining experience. They socialise in the home and in the community while following their own hobbies and interests. People are fully consulted, and their suggestions and preferences catered for. The provider has good oversight of the home and is proactive in seeking ways to improve the service.</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>Garfield aim to work with the people we support to provide them with all they require to have a happy and health independent life as possible.</p> <p>People we support will have an annual check-up with the GP practice, dentist, optician and physiotherapy if required. This will help with maintaining their general health. In addition people have a chiropodist appointment every 6 weeks to maintain healthy feet. Staff will support people to their appointment where needed and all information is included in a hospital passport</p> <p>People we support are steered towards healthy options in their choices of food. There is always fruit and healthy snacks available and to maintain a baseline, with consent individuals are weighed every month to monitor any changes</p> <p>Individuals are supported to access the community by public transport and the service vehicle. Often individuals will access shopping, cinema, cafes, pubs, theatre, disco and day services which promotes participation and being a part of the local community.</p> <p>People we support will book holidays or day trips if they wish to go away, staff will support them to book and pay for these events and if needed support them whilst they are away</p> <p>Garfield believes that having family and friends is important to people's wellbeing, people we support are encouraged to maintain contact with their family and friends, and to make new friends if they wish to. Garfield will encourage interaction with other services as a means to promoting friendship</p> <p>Where people we support are religious, we will support them to attend the relevant place of worship.</p> <p>Potens have a full wellbeing agenda, our recent day was well attended and the people we support went along to enjoy the entertainment and food whilst meeting new people. They have also joined in a "bake off" between two homes. The people we support made a cake and went to another home to see who had the best cake. It was fun and new friendships were formed - more days to be arranged in the future.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Potens have a robust quality assurance framework in place of which Garfield is part of. Monthly quality audits will include review of all regulation areas, specific RISSA regulations, staff, and people we support files. These audits are completed by the area manager and the locality manager</p> <p>All policy and procedures are reviewed as per legislation and all risk assessments reviewed annually.</p> <p>Garfield will complete its own internal checks monthly including medication audits, fire checks, incidents & accidents, health & safety, safeguarding files, and key workers summaries</p> <p>Where any safeguarding concerns are raised that could potentially result in safeguarding issues they will be reviewed initially by the manager of the service. They will as a matter of course contact the designated person within the safeguarding team to ask for advice and to establish whether it should be referred formally to safeguarding. As the process develops, any recommendations are actioned and reflected through the care planning process and risk assessments.</p> <p>Staff meetings are held every month where every person we support is discussed. Any issues will be discussed with all the staff and if it is felt appropriate plans will be formulated.</p> <p>All staff and management are fully trained through e-learning and face to face training. The training matrix is regularly monitored to ensure all staff are up to date with their training and this is reflected on in supervision. This is also a time where managers will ask staff to reflect on their practice and to consider if there are any concerns regarding the care and support of the individuals.</p> <p>All staff have safeguarding training through the elfy portal, the new Wales safeguarding procedures are discussed during staff meetings and all have downloaded the app to their phones.</p> <p>Potens have an active Safeguarding Board which all staff have details of. Staff can also use this as an avenue to raise concerns in addition to their line manager</p> <p>All staff have signed the Wales Safeguarding Declaration which are stored in the safeguarding file, and all staff are subject to enhanced DBS checks which are renewed every 3 years.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Annual property audits identify any new items needed for the person we support as preferences are sought for bedroom furniture and household items. A planned programme of renewal is in place to support this, and people we support will often request new items as a result of discussions in staff or 1-1 meetings which are facilitated.</p> <p>The property audit also includes building works to ensure the property is well maintained and comfortable</p> <p>Throughout the year, regular environment checking means we can quickly identify areas that need repair or replacement. In the case of repairs, there is an established procedure for reporting that is sent to a central repairs email.</p> <p>Modifications to the accommodation will be made as required to enable an individual to remain in Garfield if this is the only barrier. Garfield would work closely with the relevant external professionals including Occupational Therapists and Physiotherapists</p> <p>Individuals living in Garfield are encouraged to personalise their own rooms and also the house in its entirety. Staff will support with this to ensure the home does not reflect their place of work, rather that we are in people's houses</p> <p>This is all assessed as part of the quality assurance process where people we support are asked for their opinions. This is collated and where changes are required will form part of the report and from that will sit in the service development plan.</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.

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 4 completed
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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)	1
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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	5
Medicine management	10
Dementia	0
Positive Behaviour Management	7
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hours shifts week 1 - 3x shifts per week week 2- 4x shifts per week 2 full timers and 1x deputy on shift 9-5 (Mon-fri)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	5

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	Orme House
Telephone Number	01492877024
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	560.00
The maximum weekly fee payable during the last financial year?	844.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Orme House has monthly meetings with the PWS which identifies any requests , issues or problems within the service . In addition t here are open conversations and keyworker meetings on a regula r basis Any requests made are taken forward and all are met if at all poss ible

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an area of artificial grass on the decking by the front conservatory . Ample seating is available from the PWS to relax . We have a smoking shelter at the top of the drive which can comfortably seat 2 or three PWS at any time . Two of the PWS have their own motor car which they are able to park on the drive / front carpark There is an area of very old decking that is being replaced by a grassy area and this should be completed in time for the summer. We have a barbeque which is regularly used throughout the summer
Provide details of any other facilities to which the residents have access	Within Orme House there are both a front and rear conservatory . There is also a separate kitchen for those PWS who wish to self-cater - at present we have three who are doing this. We re-developed a drab looking lounge into a gym / games room. This holds a dartboard , weights and a pool /table tennis table . This has been very well received by the PWS

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.

Orme House ensures compliance in this section by inviting all individuals to a regular meeting. This gives the people we support the opportunity to raise any issues or concerns and to plan future activities.

The people we support have a 1:1 meeting with their Keyworker to discuss their current care / support needs, following which a monthly summary is completed with any agreed changes to care needs.

In addition, Orme House holds regular staff meetings which will further address PWS choices and plan how to achieve any requests made

The Area or Locality Manager will visit the service each month to complete a quality audit. These will either be a full audit of the service or RISCA specific ones. During the visits, the Manager will speak to the people we support to ensure they are happy with the support received. The Ri visits ensure people are spoken to and views sought also.

Potens also carry out their Annual Quality of Care Surveys with the people we support, staff and stakeholders which also gives everyone the opportunity to be heard.

Orme House receives 6 monthly visits from Conwy Council Monitoring Team, who again, are looking at the quality-of-service delivery. Here are a few quotes from the visit in November 2022

“The service work to the Active Offer ‘More Than Just Words’ by ensuring that staff recognise and support residents with the first language. The Manager advised that the Deputy Manager and several staff are Welsh speakers or learners.”

“The PSO and APSO met with several residents who shared that they felt that they could discuss any concerns or issues with the staff and Management team. Within the two care files viewed there was clear evidence that the service was requesting the relevant information required to ensure that the service had captured information in relation to how residents wished to be communicated by and that the service regularly review documentation in accordance with the regulatory guidance under RISCA.”

“The service has a Service User representative who is a resident at the service.”

“The Manager advised that the service would request residents input. Within one personal plan the PSO evidenced input from the resident.

To summarise, there are clear communication channels between the people we support, their service user representative and management.

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.

Orme House ensures compliance in meeting the health needs and general well-being of the people we support in several ways, examples are independence with their medication regime and involvement with multi-disciplinary teams.

The head GP from the local health practice calls the service on a weekly basis to ascertain the well-being of their patients. They also call to arrange routine screening appointments / reviews for the individuals including BP, weight, and BMI checks. Also, blood tests are arranged with the GP as needed.

People we support arrange their own appointments for eyewear if needed and dental work.

At present all the PWS at Orme House manage their own medication but this is risk assessed and can be changed if the capability of the PWS deteriorates, either their physical, psychological or social well-being.

People we support continue to be supported to become more independent with managing their own health needs, there is a growing confidence to make appointments and talk about their own health issues.

Orme House is in the process of re-introducing the Recovery Star Model of Care and is currently working with a group of individuals to enable this. This will enable the individuals concerned to develop life skills in certain areas of their lifestyle which will help them work towards independent living in the future.

Conwy Council PSO visited Orme House last November to complete the quality monitoring visit. Here is what they said about the health and well-being of the PWS

"The service is supported as part of a Multi-Disciplinary Team which consists of Doctors and the Mental Health Teams."

"The service continues to work with external professionals whilst supporting resident's needs. Documentation was seen within one care file where the resident needs were being monitored by a Multi-Disciplinary Team. The Manager advised that staff are in receipt of training which supports their awareness and ensures that staff can effectively communicate change of needs on behalf of residents."

All of the people we support have the option to be supported by staff to any medical / hospital appointments they may have included routine testing or more involved invasion such as scans or x-rays. People we support are encouraged to pass on any results from medical appointments they have attended without staff to ensure the relevant follow up action can be entered in the diary and the health appointment sheet.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safe recruitment of new staff protects the people we support from potential risk of abuse Interviews are conducted face to face by two members of staff and one person we support A minimum of 2 references are required prior to employing any one and any offer of employment is subject to a satisfactory criminal records disclosure. References received are checked by a member of the recruitment team. Employment of international staff is subject to appropriate visa requirements. Staff will be receiving the new All Wales Safeguarding Training when available. In the meantime, all staff will complete the FTF and e-learning modules. All staff are required to sign the Wales Safeguarding Procedures document and download them to their mobile device. The procedures are designed to standardise practice across all of Wales and between agencies and between different Potens services Within the service there are two safeguarding folders . One contains all the relevant policies and information, the other holds the actual safeguarding referrals that have been submitted to the relevant local authorities. There is also a document to report any issues that may be considered a safeguarding issue without being an actual referral. These can then be used for future reference for any similar event that may occur. Staff will ensure people are protected from neglect through observation and delivery of individual care planning. Individuals living at the service are supported with all aspects of their care needs, from help with personal hygiene to health and nutrition needs. Safeguarding people continues to remain the top priority at the service and is an area that is discussed during individual supervisions and also at staff meetings. People we support feel confident to raise issues and are aware of who to report concerns to. The people we support are asked if they have any safeguarding concerns during their keyworker monthly summary meetings. Anything raised by individuals is followed up by Management to investigate. Staff are aware of the correct procedures to follow and this is regularly discussed. Safeguarding is part of the Company induction programme giving new and inexperienced staff a clear understanding of what is required from them should they suspect any safeguarding issues at the Service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All placements are continually reviewed to ensure that people are living in suitable accommodation for their needs. One way this is managed is through an annual property audit exercise which looks at whitegoods, furniture, decorating and carpets and the property as a whole. People we support are asked during their meetings if they need anything for their room or would like anything to enhance the look of their home . This can include anything from bedroom furniture and beds, things for the garden, electrical goods, floor coverings, lights and lamps or anything else they might like to have in their home. Once completed this audit is submitted to finance and then becomes part of the next budget plan. Whilst not all of the items requested will get approved every effort is made to ensure the wishes and needs of the People We Support are met enabling people to feel happy and comfortable in their own home. For others Orme House will not be a home for life and they will be supported to achieve their optimum level of performance with their daily living and social skills to enable them to move into a less supported environment in the future. This will be enabled by staff working with the individuals using the Recovery Star Model of Care which identifies baseline levels in activities of daily living and sets out step by step goals for people to increase their skills and abilities. Alternative accommodation suitable to the individual can be sourced through the people we support's representative. For the people at Orme House who may require the service for longer, we will undertake regular reviews with the relevant professional to ensure that Orme House remains suitable for the individuals. We would consider both mental and physical deterioration in well-being due to ageing. Appropriate steps will be taken if Orme House is found to become unsuitable.</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) 13

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

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

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

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	12
No. of posts vacant	0

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

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

Induction	7
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12

Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Early 8-16 - minimum of two staff Late 14-22 - minimum of two staff Long Day 8-22 Sleep in shift - 22-08. - 1 sleep in person Waking night - 21.45 - 08.15 - 1 wake in person However numbers can vary depending on needs of the service and hours worked can be flexible</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Queens Court
Telephone Number	01492516732
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Lanuage

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	44
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Fees Charged

The minimum weekly fee payable during the last financial year?	449.65
The maximum weekly fee payable during the last financial year?	964.50

Complaints

What was the total number of formal complaints made during the last financial year?	13
Number of active complaints outstanding	0
Number of complaints upheld	7
Number of complaints partially upheld	3
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual Quality Assurance Survey Monthly QA visits by Locality Manager / Area Manager Internal feedback forms People we support meetings Complaints resolution Annual reviews Keyworker monthly summary RI Visits

Service Environment

How many bedrooms at the service are single rooms?	39
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	39
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Queens Court has a large front garden which has a smoking shelter. This is a lovely area for the people we support to sit and enjoy their surroundings and the sea views. There is a large car park at the rear of the building. Queens Court has a green team who are planning to grow their own vegetables this year. The focus this year is on the garden and ideas from the people we support will be shared with our regular gardener and a landscaping company to implement our these ideas.

Provide details of any other facilities to which the residents have access

The basement of Queens Court has a activities room where the Recovery Hub is held. The people we support can access this area and any activities which will support them to meet their personal goals in their recovery. Activities such as chair aerobics, 1-1 cooking sessions, CV writing, and much more can be accessed in the Recovery Hub.

The Recovery Hub activities focus on the Mental Health Recovery Star Model and Well being, this provides support for those who want to gain skills and build positive relationships with others. Activities also may be facilitated by people who live at Queens Court as they enjoy arranging their own events such birthday parties.

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>People we support meetings are held at Queens Court each month. The meetings are aimed at ensuring that all individuals who live within our services have a formal and regular opportunity to discuss what matters to them. Individuals will be encouraged to attend the meetings and can chair the meeting enabling all to express their choices, share concerns and be involved in decision making. All actions will be overseen by staff to ensure all complete and outcomes discussed at next meeting.</p> <p>Quality Assurance surveys enables us as a service to listen to the people we support, families and professionals. Feedback from monthly quality assurance audits, people we support questionnaires and visitor / stakeholder feedback forms empower us to embed quality and promote people's rights and views into every day practices.</p> <p>We ensure that suggestions, complaints, compliments, and concerns are recorded and monitored so that the information gathered can be used to resolve issues and improve our service.</p> <p>Each month people we support and their allocated keyworker will complete a monthly summary through discussing areas of their care and support. The keyworker monthly summary includes areas such as appointments with professionals, person centred plan, activities and education and health and safety room checks. In addition, the individual can make comments and express their views.</p> <p>Queens Court strives to celebrate success, which comes in many varieties - compliments, feedback, pictures, notes/letters, good news stories. All success stories big and small are important and are captured and kept in our celebration file</p> <p>Creating and reviewing support plans are completed by the keyworker with the individual. This enables them to have their choices and goals listened to through 1-1 discussion and then implementing in their support plans. In addition, the individual can make a comment on the care plan document about how they feel about the support they receive.</p> <p>Local authority and health board monitoring visits ensure individuals are in the appropriate service for their needs to be met. These visits allow individuals to voice what we do well and what they would like to see improved in the service.</p> <p>People we support are involved in the recruitment process. This was discussed in meetings and in addition to individuals being on the panel, a question was agreed by all who attended - "how would you build a good rapport with us"?</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>On admission, people we support will be helped to register with the local General Practitioners surgery. Current medication MAR chart and copy of CTP will be shared with the GP at the first appointment. Individuals will be offered a referral to the local leisure centre if they have stated that they are interested in the activities that are available.</p> <p>The nurse from the local GP surgery will contact Queens Court via phone every Wednesday to discuss any ongoing issues / concerns regarding the people we support. This breaks down barriers of waiting in long queues on the phone for non urgent appointments and gives the staff team access to a medical professional for further advice.</p> <p>Annual health checks are carried out at Queens Court by a nurse from the local doctor's surgery. A full day is arranged, and the people we support will be asked if they would like to attend the annual health check review at Queens Court. If preferred, they can arrange their own appointment at the surgery. Individuals will be offered staff support when attending the review so all up to date information regarding their health can be shared if required.</p> <p>People we support will have care reviews annually or sooner if required. Reviews can be facilitated at Queens's Court with out of areas professionals attending the service. In addition, reviews will be held at the local CMHT Nant-y-Glyn so Care and Treatment Plans implemented in care and risk plans.</p> <p>Individuals are supported to access other health care services such as dentist, chiropodist, and therapy groups. Notice boards placed throughout the service display information on up-to-date health and wellbeing information.</p> <p>On admission, individuals will be supported to complete a Rethink and hospital passport document. Plans will be reviewed and updated by the keyworker working with the individuals. Rethink plans should be person centred, reflecting what is important to them and how to overcome health care barriers and what goals the individuals want to achieve. This enables staff to support the individuals with any existing health conditions and to stay healthy.</p> <p>Staffing levels are reviewed by the area manager as a part of the quality assurance monthly visit to ensure there is an adequate level of staff.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding referrals are completed in line with local safeguarding authority policies and procedures and guidance from the CIW. Staff will complete face to face safeguarding training annually. Up to date safeguarding training enables staff to be effective when dealing with issues relating to safeguarding. In addition, staff have signed a safeguarding declaration to confirm they are familiar with the All-Wales Safeguarding App</p> <p>Staff supervisions include a discussion area for any safeguarding and whistle blowing concerns and a reminder that staff should report any safeguarding issues immediately.</p> <p>A part of the initial safer recruitment process is that all staff members are required to undertake a full Disclosure and Barring Service check. It is then the manager's responsibility to check the DBS certificate and record date of issues and manage appropriate review dates.</p> <p>Crosschecks are completed each month by service managers. Each month managers will visit each other's service to carry out an audit for example to cross check staff files. Monthly focused quality assurance checks are facilitated by the locality manager, whilst at the service the Locality Manager will also speak to the people we support and staff. It is the managers responsibility to ensure all systems in place are up to date and actioned in a timely manner.</p> <p>All incidents and accidents were recorded on caresys so they are managed effectively. Due to no access to caresys in the interim incidents have been recorded on a paper document. This enables us to provide the best for all people we support. Incidents recorded can be acted upon, reviewed and lessons learned from - for example implementing triggers identified in risk assessment. Themes can be monitored, and actions reviewed to have a clear understanding of what is working well or what isn't.</p> <p>A qualified member of our management team will respond to all referral enquiries. Admission to Queens Court will take place after a thorough assessment has been completed with the individual and relevant other(s) (e.g. a mental health nurse, social worker, representative), to gain a holistic view of the person's needs. Following assessment, an individualised care plan pathway will be created.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People we support are encouraged to access the local community. Individuals can choose to create a weekly planner with their keyworker to meet their own personal physical, mental and emotional needs. The planner may include exercise, support groups, meaningful activities and building on social networks.</p> <p>Queens Court promotes individuals to take control of their everyday life through developing skills, such as self-catering, self-educating, budgeting, voluntary or paid work and education which may be safely managed through completing and reviewing risk assessments.</p> <p>Old Colwyn area offers a range of social activities such as TAP E music and film which provides workshops, projects, and opportunities to explore new ideas and develop skills such as film, music, art, photography, creative writing, and podcasting. Five minutes away from Old Colwyn is Eiras Park Leisure Centre which offers swimming, sports, and fitness activities. Furthermore, Colwyn Bay which has a library with IT facilities and educational courses for those who want to study.</p> <p>Another community project is Men's Shed which promotes men's health and well-being through social interaction and practical activities. In addition, Colwyn Bay includes many other services such as Aferiad Recovery and Community and Voluntary Support Conwy (CVSC) which provide support and help to gain further work experience.</p> <p>Property audits are completed annually by manager and area manager and will be reviewed when required throughout the year to ensure any urgent work completed. The audit includes external and internal areas of the building. All work will be completed based on priority on a quarterly basis. People we support can choose their own colours for their bedroom enabling their environment to be personal to themselves</p> <p>Health and Safety tasks will be completed by staff members with in the service following set timeframes for reviews in all areas. Health and safety identified actions will be added to the service development plan for actions to be completed</p>

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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.	First Aid Fire Marshall MCA/Dols practical Person Centred Planning Epilepsy Accuried Brain Injury Mental Health Self harm/Ligerature Drugs and Alcohol COSHH Communication Documentaion and record keeping Lone Working Infection Control Moving and Handling Data Protection including GDPR Health and Safety Duty of Candour Legionella Awareness
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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 Fire Marshall MCA/Dols practical Person Centred Planning Epilepsy Accuried Brain Injury Mental Health Self harm/Ligerature Drugs and Alcohol COSHH Communication Documentaion and record keeping Lone Working Infection Control Moving and Handling Data Protection including GDPR Health and Safety Duty of Candour
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<div style="background-color: #e0e0e0; padding: 2px;">Other supervisory staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Nursing care staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Registered nurses</div>	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Marshall MCA/Dols practical Person Centred Planning Epilepsy Accuried Brain Injury Mental Health Self harm/Ligerature Drugs and Alcohol COSHH Communication Dibetes awareness Documentaion and record keeping Lone Working Infection Control Movin and Handling Data Protection including GDPR Health and Safety Duty of Candour
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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.

Senior support worker shifts will vary to meet the needs of the service. Seniors may work a 8 or 14 hour shift which in total will be their 40 hours contract. These shifts will be over a 7 day week period and shifts times can vary
 8-4 pm
 2-10 pm
 8-10pm

Staff Qualifications

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

2

No. of staff working towards the required/recommended qualification

0

Other social care workers providing direct care

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

20

No. of posts vacant

4

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

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

Induction

20

Health & Safety

20

Equality, Diversity & Human Rights

20

Infection, prevention & control

20

Manual Handling

20

Safeguarding

20

Medicine management

20

Dementia

0

Positive Behaviour Management

20

Food Hygiene

20

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Marshall MCA/Dols practical Person Centred Planning Epilepsy Accuried Brain Injury Mental Health Self harm/Ligerature Drugs and Alcohol COSHH Communication Dibetes awareness Documentaion and record keeping Lone Working Infection Control Moving and Handling Data Protection including GDPR Health and Safety Duty of Candour
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</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 support workers will cover shifts over a seven day period. Hours worked depends on contracted hours. the shift patterns are as follows 08.00 - 16.00 14.00 - 22.00 08.00 - 22.00 21.45 - 08.15 the average number of staff on oak unit is three in the morning and 3 staff on the evening shift and two wake night support workers
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	9
<div style="background-color: #e0e0e0; padding: 2px;">Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA /Dols COSHH Communication Documentation and record keeping Asbestos awareness Fire awareness Moving and Handling Data protection including GDPR First Aid Autism awareness

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

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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