# Annual Return 2022/2023

2023.	completed for you. There are no ac		and its associated services on the 31st March This information displayed will be included in the	
Provider name:		Priority Child	care Limited	
The provider was registere	ed on:	31/05/2018		
The following lists the provider conditions:	There are no imposed conditions a		rovider	
The regulated services delivered by this provider	Ty Banwen			
were:	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		03/03/2023	
	Responsible Individual(s)		Hayley Phillips	
	Manager(s)		Matthew Greening	
	Maximum number of places		1	
	Service Conditions		There are no conditions associated to this service	
	Tegfan House			
	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		05/11/2020	
	Responsible Individual(s)		Hayley Phillips	
	Manager(s)		Daniel Williams	
	Maximum number of places		4	
	Service Conditions		There are no conditions associated to this service	
	Rhos Cottage			
	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		07/06/2018	
	Responsible Individual(s)		Hayley Phillips	
	Manager(s)		Matthew Rees	
	Maximum number of places		6	
	Service Conditions		There are no conditions associated to this service	
	Graig Y Bedw			
	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		31/05/2018	
	Responsible Individual(s)		Hayley Phillips	
	Manager(s)		Rachel Pridmore	
	Maximum number of places		4	
	Service Conditions		There are no conditions associated to this service	

Beech Tree Farm	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/05/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Rachel Pridmore
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Ty George	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	06/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Gemma Thomas
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Forestry House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Simon Parr, Simon Parr
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Blaen y Waun	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Helen Kermode
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Ty Aelwyd	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/02/2019
Responsible Individual(s)	Hayley Phillips
Manager(s)	Matthew Greening
<b>U</b> ( )	1
Maximum number of places	
Maximum number of places Service Conditions	There are no conditions associated to this service
	There are no conditions associated to this service
	There are no conditions associated to this service
Service Conditions	There are no conditions associated to this service Care Home Service
Service Conditions Oydwr House	

Responsible Individual(s)	Hayley Phillips
Manager(s)	Daniel Williams
Maximum number of places	1
Service Conditions	There are no conditions associated to this servi
Ty Canol	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/04/2019
Responsible Individual(s)	Hayley Phillips
Manager(s)	Helen Kermode
Manager(s) Maximum number of places	Helen Kermode

# Training and Workforce Ranning

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	Meeting and monitoring Legislative/policy requirements/changes and constant review of internal policy and procedural changes.Re sponding to training deficits/concerns raised in Quality Review me etings, discussions with Service Managers, employees Using the existing repertoire of e-learning modules on LMS Using the existing repertoire of face-to-face delivery sessions Use of external providers,design and development of new courses /training materials. Training evaluation colated and reviewed
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Increased pay rates, Enhanced DBS paid, Engaged with local stak eholders to improve attraction, via job centres and job fairs, Revis ed the screening and interview questions to consider cultural fit, D eveloped a recruitment video showcasing the business and oppor tunities to grow and develop, while gaining professional qualificati ons.We are sharing more positive feedback and being more open and transparent about change initiatives.Introduced secondments ,Introduced health plan benefiT

### Service Profile

Service Details

	Name of Service	Beech Tree Farm
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Telephone Number	01792790894
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

#### Service Provision

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

The minimum weekly fee payable during the last financial year?	3523
The maximum weekly fee payable during the last financial year?	5984

Complaints	
What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	4
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked if not in use, this is due to confidential information which is st ored within the office. There is a utility room available for young c hildren to complete their laundry.
	2 placments within the service are self contained flats.

### 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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu
	t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor rted by their key worker and other members of the support tea m, in the following ways:
	<ul> <li>Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns.</li> <li>Being provided opportunity to be involved in aspects of their support and healthcare</li> <li>Duty of candour training and safeguarding are mandatory for al I staff</li> </ul>

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.
	mil 55 agrood / monitorod.

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 15 31 March)

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

Yes

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?

Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories	
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
	Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	

Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial years		
Set out the number of staff who undertook relev provided is only a sample of the training that ma		
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ant training. The list of training categories ay have been undertaken. Any training not listed	
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 2 2 2 2 2 2 2 2 2 2 2 2 2	
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No. of Non-guaranteed bours contract (Toro bours)	-	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week 1 x senior avaiable Mon - Sun 7.30 am - 7.30pm	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	1	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spistered, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
stated, the information added should be the pos		
stated, the information added should be the pos	sition as of the 31st March of the last financial year.	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releved provided is only a sample of the training that mage	sition as of the 31st March of the last financial year.         12         0         ar for this role type.	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to the staff who undertook to the same set outline any additional to the set outline and the set	12         0         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that mark         can be added to 'Please outline any additional to not outlined above'.	as of the 31st March of the last financial year.         12         0         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yee         Set out the number of staff who undertook relever provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.         Induction	12         0         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         8	
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stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yes         Set out the number of staff who undertook relever provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	as of the 31st March of the last financial year.         12         0         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         8         12         12         12         12         12         12         12         12         12	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yee         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	as of the 31st March of the last financial year.         12         0         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         8         12         12         12         12         12         12         12         12         12         12         12         12         12         12	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yes         Set out the number of staff who undertook relever provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	as of the 31st March of the last financial year.         12         0         ar for this role type.         rant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         8         12	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yee         Set out the number of staff who undertook releve         provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	as of the 31st March of the last financial year.         12         0         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         8         12	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relever provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	as of the 31st March of the last financial year.         12         0         ar for this role type.         rant training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is         8         12	
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Contractual Arrangements		
Contractual Arrangements		
No. of permanent staff	12	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	12	
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.	39 hrs per week 8am - 10.30pm plus sleep night Day shift 7.30am - 8.30 pm	
Staff Qualifications		
	-i	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7	
be registered with Social Care Wales as a social	7 7 7	
be registered with Social Care Wales as a social care worker No. of staff working towards the		
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification		
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	7	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	7	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	7 No	

## Service Profile

ice Details	
Name of Service	Blaen y Waun
Telephone Number	01269871777
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Serv	rice Provision		
F	eople Supported		
	How many people in total did the service provide care and support to during the last financial year?	4	

Fees Charged

The minimum weekly fee payable during the last financial year?	5750
The maximum weekly fee payable during the last financial year?	5750

### 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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	There is a laundry room where children can complete their laundr y if appropriate

#### Communicating with people who use the service

Ľ

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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care. We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor ted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns. Being provided opportunity to be involved in aspects of their support and healthcare Duty of candour training and safeguarding are mandatory for al I staff

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
putcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i
	n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

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 14 31 March)

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

Yes

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?

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	

Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
not outlined above'.	aining undertaken pertinent for this role which is	
Induction	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift M on - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	2	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post 9		
No. of posts vacant	2	
Training undertaken during the last financial yea	r for this role type.	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed	
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9	
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9	
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	9 9 9	
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	<ul> <li>ant training. The list of training categories</li> <li>y have been undertaken. Any training not listed</li> <li>aining undertaken pertinent for this role which is</li> <li>9</li> <li>9</li> <li>9</li> <li>9</li> </ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	9 9 9 9 9 9	
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	<ul> <li>ant training. The list of training categories</li> <li>y have been undertaken. Any training not listed</li> <li>aining undertaken pertinent for this role which is</li> <li>9</li> <li>10</li> <li>1</li></ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	<ul> <li>ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is</li> <li>9</li> <li>10</li> <li>10</li></ul>	
Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	<ul> <li>ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is</li> <li>9</li> <li>0</li> </ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that matican be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	<ul> <li>ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is</li> <li>9</li> <li>10</li> <li>10</li></ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	<ul> <li>ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is</li> <li>9</li> <li>10</li> <li>10</li></ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that matican be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	<ul> <li>ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is</li> <li>9</li> <li>10</li> <li>10</li></ul>	
Set out the number of staff who undertook relevant provided is only a sample of the training that matican be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         9	
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional trainot outlined above'.	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         9	
Set out the number of staff who undertook relevant provided is only a sample of the training that matican be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safery Data Protection	
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories   y have been undertaken. Any training not listed   aining undertaken pertinent for this role which is   9	

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift M on - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night
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	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

vice Details	
Name of Service	Clydwr House
	Ciyum Tibuse
Telephone Number	01792589554
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

### Service Provision

People Supported

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

### Fees Charged

The minimum weekly fee payable during the last financial year?	5686
The maximum weekly fee payable during the last financial year?	5686

# 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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a an outdoor area outside with a patio and grass area ch ildren to access/enjoy outdoor games and relax in, there is an out door dining area with table and chairs, which can be enjoyed in w armer months. There is outdoor storage for children to store bike s/scooters etc
Provide details of any other facilities to which the residents have access	No other facilities availble other than listed above

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

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

	1
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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in
	dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor ted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st
	<ul> <li>aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns.</li> <li>Being provided opportunity to be involved in aspects of their support and healthcare</li> <li>Duty of candour training and safeguarding are mandatory for al I staff</li> </ul>

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.
	mil 55 agrood / monitorod.

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 11 31 March)

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

Yes

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?

	cifically to this role type only. Unless otherwise
stated, the information added should be the pos	ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that man can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
	0
No. of part-time staff (16 hours or under per week)	
Staff Qualifications	
	1
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 0

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
	2
No. of staff in post	2
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No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior support worker sun - sat 7.30am - 7.30 pm 45.5 contracted hours per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this	Yes
type?	
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts	sition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts No. of staff in post	sition as of the 31st March of the last financial year.
Filled and vacant posts No. of staff in post No. of posts vacant	7         2
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that ma	sition as of the 31st March of the last financial year.         7         2         ar for this role type.
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional the staff of	7       2         ar for this role type.         rant training. The list of training categories and have been undertaken. Any training not listed
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stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	7 2 ar for this role type. arant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety	7         2         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         4         4
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	sition as of the 31st March of the last financial year.         7         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         4         8
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	as of the 31st March of the last financial year.         7         2         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         4         4         8         8         8
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	sition as of the 31st March of the last financial year.         7         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         4         8         8         8         8         8         8         8
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve provided is only a sample of the training that marks and be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	as of the 31st March of the last financial year.         7         2         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         4         4         8
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stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	as of the 31st March of the last financial year.         7         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         4         4         8         8         8         8         8         10

	-
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	7
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also nclude the average number of staff working in each shift.	9.30am - 9.30pm plus sleep in shift 2pm - 11pm plus sleep in
Staff Qualifications	
	1
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
be registered with Social Care Wales as a social	7
be registered with Social Care Wales as a social care worker No. of staff working towards the	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	7
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	7
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	7 No

## Service Profile

ice Details	
Name of Service	Forestry House
Telephone Number	01639720009
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision	
People Supported	
How many people in total did the service provide care and support to during the last financial year?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	3524
The maximum weekly fee payable during the last financial year?	4753

## Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	11
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	Independant utility room for children to complete laundry if approp riate There is a school room which children can utilise

# Communicating with people who use the service

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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.</li> <li>Each individual and their stakeholders being involved in deve loping their personal plan (PBS plan)</li> </ul>

maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	<ul> <li>d health screening</li> <li>d health screening</li> <li>Supporting individuals to register with local medical, dental an opticans' practice, and other services where required i.e chird odist.</li> <li>Liaising and working with various health practitioners as required.</li> <li>Ensuring that all medicines brought into the home are manage according to the company policy.</li> <li>Maintaining accurate up to date records of the individual's heach are eds identified within individual's case files.</li> <li>Discussing of health concerns and appointments with approprite representatives.</li> <li>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administrion.</li> <li>Be involved in activities, hobbies or individual interests</li> <li>We will support people to explore new opportunities in their local and der community. Activities will be supported to develop an activity planner enable them to have a plan based on their wishes, views and efferences.</li> <li>All individuals will be supported to utilise the skills that they have, ut also have opportunities to develop new skills within their hord of their care including and learn on activity involved in all aspects of their care including and plan based on their wishes, views and efferences.</li> <li>All individuals will be supported to utilise the skills that they have, ut also have opportunities to develop new skills within their hord of their care including and plan based on their care including and plan based on their care including and plan based on their care including and their community. The individuals will be supported to utilise the skills that they have, ut also have opportunities to develop new skills within their hord of their care including and approximation administration administration administration</li> <li>Domestic skills</li> <li>Gardening</li> </ul>	<ul> <li>d health screening</li> <li>d health screening</li> <li>Supporting individuals to register with local medical, dental an opticans' practice, and other services where required i.e chird odist.</li> <li>Liaising and working with various health practitioners as required.</li> <li>d. Ensuring that all medicines brought into the home are manage according to the company policy.</li> <li>Maintaining accurate up to date records of the individual's hear heare needs identified within individual's case files.</li> <li>Discussing of health concerns and appointments with approprite representatives.</li> <li>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administrion.</li> <li>Be involved in activities, hobbies or individual interests</li> <li>We will support people to maintain preferred activities but also support people to avalore wopportunities in their local and der community. Activities will be meaningful and aim to optimis independence.</li> <li>All individuals will be supported to develop an activity planner enable them to have a plan based on their wishes, views and eferences in relation to activities.</li> <li>Access education, learning and development opportunities to dividuals in the home will be supported to develop ment solits that they have, ut also have opportunities to develop new skills within their hore and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including and preparation</li> <li>Personal care</li> <li>Medication administration</li> <li>Domestic skills</li> <li>Gardening</li> <li>Have control over everyday life and where relevant participation</li> </ul>	<ul> <li>d health screening</li> <li>d health screening</li> <li>d health screening</li> <li>d behavioural development.</li> <li>d health screening</li> <li>d behavioural development.</li> <li>d health screening</li> <li>Liaising and working with various health practitioners as requid.</li> <li>Liaising and working with various health practitioners as requid.</li> <li>Ensuring that all medicines brought into the home are manage according to the company policy.</li> <li>Maintaining accurate up to date records of the individual's he hoare needs identified within individual's case files.</li> <li>Discussing of health concerns and appointments with approprite representatives.</li> <li>Ensuring a sufficient amount of staff receive training and dupties es regarding all aspects of medication handling and administrion</li> <li>Be involved in activities, hobbies or individual interests</li> <li>We will support people to explore new opportunities intheir local and der community. Activities will be meaningful and aim to optimis independence.</li> <li>All individuals will be supported to develop an activity planner enable them to have a plan based on their wishes, views and efferences in relation to activities.</li> <li>Access education, learning and development opportunities individual's will be supported to develop new skills within their hore a plan based on their wishes, views and efferences in relation to activities.</li> <li>Access education, learning and development opportunities individuals will be supported to utilise the kills that they have ut also have opportunities to develop new skills within their hore and in work</li> <li>Personal care</li> <li>Meal preparation</li> <li>Meal</li></ul>		
e and in their community. the individuals in the home will be s	<ul> <li>Personal care</li> <li>Meal preparation</li> </ul>	<ul> <li>Personal care</li> <li>Meal preparation</li> <li>Medication administration</li> <li>Domestic skills</li> <li>Gardening</li> <li>Have control over everyday life and where relevant participation</li> </ul>	<ul> <li>Personal care</li> <li>Meal preparation</li> <li>Medication administration</li> <li>Domestic skills</li> <li>Gardening</li> <li>Have control over everyday life and where relevant participation in work</li> <li>We are committed to ensuring that all individuals are supported to contribute to the running and development of their home are to ensure that they have a voice, choice, and control. This is a hieved using their preferred communication systems supported by their key worker and other members of the support team, in</li> </ul>	<ul> <li>Personal care</li> <li>Meal preparation</li> <li>Medication administration</li> <li>Domestic skills</li> <li>Gardening</li> <li>Have control over everyday life and where relevant participati n in work</li> <li>We are committed to ensuring that all individuals are supporte to contribute to the running and development of their home ar to ensure that they have a voice, choice, and control. This is hieved using their preferred communication systems supporte by their key worker and other members of the support team, if he following ways:</li> <li>Making a complaint or comment about the service, either di ctly or via their parent, advocate, social worker or member of aff.</li> </ul>	maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social	<ul> <li>d health screening</li> <li>Supporting individuals to register with local medical, dental an opticians' practice, and other services where required i.e chinodist.</li> <li>Liaising and working with various health practitioners as required.</li> <li>Ensuring that all medicines brought into the home are manag according to the company policy.</li> <li>Maintaining accurate up to date records of the individual's he hcare needs identified within individual's case files.</li> <li>Discussing of health concerns and appointments with appropriate representatives.</li> <li>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administrion</li> <li>Be involved in activities, hobbies or individual interests</li> <li>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and der community. Activities will be meaningful and aim to optimis independence.</li> <li>All individuals will be supported to develop an activity planner enable them to have a plan based on their wishes, views and efferences in relation to activities.</li> <li>Access education, learning and development opportunities lindividuals will be supported to utilise the skills that they have ut also have opportunities to develop new skills within their hore e and in their community. the individuals in the home will be supported to develop new skills within their hore e and in their community. the individuals in the home will be supported to develop new skills within their hore e and in their community. the individuals in the home will be supported to develop new skills within their hore e and in their community. the individuals in the home will be supported to develop new skills within their hore e and in their community. the individuals in the home will be supported to develop new skills within their hore e and in their community.</li> </ul>

ing level All identified risks are recorded, and appropriate manageme nt strategies implemented Working within legislation to ensure the home is safe and we maintained Working within the PBS model to support individuals to mana ge their anxieties Workave robust safeguarding, whistleblowing and complaints procedures The home will make DoLs (Deprivation of Liberty Safeguards ) applications for all individuals over the age of 18 who are sub ect to any restrictions Ensuring the homes comply with health and safety regulation s and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is ar hieved using their preferred communication systems supported by their key worker and other members of the support eam, in he following ways: Aking a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co nerms.	The extent to which people feel safe and protected from abuse and neglect.	<ul> <li>All identified risks are recorded, and appropriate manageme nt strategies implemented</li> <li>Working within legislation to ensure the home is safe and well maintained</li> <li>Working within the PBS model to support individuals to mana ge their anxieties</li> <li>We have robust safeguarding, whistleblowing and complaints procedures</li> <li>The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions</li> <li>Ensuring the homes comply with health and safety regulation s and best practices</li> <li>Have control over everyday life and where relevant participatio n in work</li> <li>We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is ac hieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</li> <li>Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns.</li> <li>Being provided opportunity to be involved in aspects of their</li> </ul>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal	Prior to any admission a detailed assessment will be completed. The purpose of this is:
putcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i
	n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed ever
	y 3 months in consultation where possible with the individual, ke
	y workers, family members, social workers and any other releva
	nt professional. This will ensure that the individuals plans remai
	n current, appropriate and relevant to their present and future
	needs. Changes to each plan will be recorded and relevant out
	comes will be agreed / monitored. There will be quarterly MDT's
	to review placement

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

Number of posts and staff turnover

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
•	1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0           0           0           0           0           0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0           0           0           0           0           0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 0 0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 0 0 0 0 0 0 1 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 0 0 0 0 0 0 1 0

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
	2
No. of staff in post	2
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0         ar for this role type.         ant training. The list of training categories         by have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2         2         2         2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0         ar for this role type.         ant training. The list of training categories         by have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0         ar for this role type.         ant training. The list of training categories         by have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relew provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0         ar for this role type.         ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         3         4         ADHD         First Aid         Self harm and suicide         Fire safety         Data Protection </td

No. of Non-guaranteed hours contract (zero hours) staff	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior available on every shift Mon - Sun 1 x per day 7.30 am - 8.30 pm Contracted hours 45.5 hrs per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos	
stated, the information added should be the pos	ition as of the 31st March of the last financial year.
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yea         Set out the number of staff who undertook relev provided is only a sample of the training that ma	ition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yea         Set out the number of staff who undertook relev         provided is only a sample of the training that ma         can be added to 'Please outline any additional to	ition as of the 31st March of the last financial year.         7         0         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matican be added to 'Please outline any additional to not outlined above'.	ition as of the 31st March of the last financial year. 7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction	ition as of the 31st March of the last financial year. 7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety	ition as of the 31st March of the last financial year.         7         0         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         0         2
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	7         0         art for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         2         2         2
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	ition as of the 31st March of the last financial year.         7         0         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         2         2         2
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yea         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	ition as of the 31st March of the last financial year.         7         0         art for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         2         2         2         2         2         2         2
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	ition as of the 31st March of the last financial year.         7         0         arr for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         3
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	ition as of the 31st March of the last financial year.         7         0         art for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is         0         2         3
stated, the information added should be the poss         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever         provided is only a sample of the training that marks         can be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	ition as of the 31st March of the last financial year. 7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 0 0

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 fix	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior available on every shift Mon - Sun 1 x per day 7.30 am - 8.30 pm Contracted hours 45.5 hrs per week
Staff Qualifications	
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 who have the required qualification to be registered with Social Care Wales as a social	3 3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	3 No

## Service Profile

ice Details	
Name of Service	Graig Y Bedw
Telephone Number	01792886947
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision	
People Supported	
How many people in total did the service provide care and support to during the last financial year?	3

Fees Charged

The minimum weekly fee payable during the last financial year?	4754
The maximum weekly fee payable during the last financial year?	7471

#### 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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	Games room also avialble, this can be utilised for activities and rel axation periods

#### Communicating with people who use the service

r

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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care. We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor ted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns. Being provided opportunity to be involved in aspects of their support and healthcare Duty of candour training and safeguarding are mandatory for al I staff

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i
	n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 8 31 March)

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

Yes

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

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

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	
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
Staff Qualifications		
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

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

Other supervisory staff			
Does your service structure include roles of this type?	No		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	2		
No. of posts vacant	0		
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories		
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional the statement of the training that the same same same same same same same sam	ant training. The list of training categories y have been undertaken. Any training not listed		
Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformation of outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is		
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Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	<ul> <li>ant training. The list of training categories</li> <li>y have been undertaken. Any training not listed</li> <li>aining undertaken pertinent for this role which is</li> <li>4</li> <li>4</li> <li>4</li> </ul>		
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Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         4         4         4         4         4         4         4         4         4         4         4         4         4         0		
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4		
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Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories   y have been undertaken. Any training not listed   aining undertaken pertinent for this role which is     4   5   6   7   7   8   9 <t< td=""></t<>		
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 0 4 4 4 4 4 4 4 MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection		

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week) 2		
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week 7.30am - 8.30pm	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	2	
Other social care workers providing direct care		
Does your service structure include roles of this	Yes	
type?		
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	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	7	
Health & Safety	7	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	7	
Safeguarding	7	
Medicine management	7	
Dementia	0	
Positive Behaviour Management	7	
Food Hygiene	7	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection	
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
Typical shift patterns in operation for employed s	taff
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.	39hrs per week 8am- 10.30 pm and sleep night
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	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

rice Details	
Name of Service	Rhos Cottage
	Thios Collage
Telephone Number	01792580211
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

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

The minimum weekly fee payable during the last financial year?	2975
The maximum weekly fee payable during the last financial year?	5444

## Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc in the garage
Provide details of any other facilities to which the residents have access	There is a spacious games room which children can enjoy Utility room where laundry can be completed independly if approp riate There is an office, however this will be locked when not in use by staff due to confidential information stored within this area

### 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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.</li> <li>Each individual and their stakeholders being involved in deve loping their personal plan (PBS plan)</li> </ul>
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.	Supporting individual's attendance at regular health checks an d health screening Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chirop odist.
	Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests
	We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wi der community. Activities will be meaningful and aim to optimise independence. All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and pr eferences in relation to activities.
	Access education, learning and development opportunities Individuals will be supported to utilise the skills that they have, b ut also have opportunities to develop new skills within their hom e and in their community. the individuals in the home will be sup ported to be actively involved in all aspects of their care includi ng Personal care Meal preparation Medication administration Domestic skills Gardening
	Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is ac hieved using their preferred communication systems supported by their key worker and other members of the support team, in t he following ways:
	<ul> <li>Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>communication within the home to ensure staff and managem ent are aware of their views, feelings and concerns.</li> <li>Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul>

The extent to which people feel safe and protected from abuse and neglect.	We aim to keep all individuals safe by Ensuring all staff working at the home are appropriately recru ited and vetted prior to working in the home All staff are trained in safeguarding and understand the proc ess to raise concerns All individuals are supported by their funded and agreed staff ing level All identified risks are recorded, and appropriate manageme nt strategies implemented Working within legislation to ensure the home is safe and well maintained Working within the PBS model to support individuals to mana ge their anxieties We have robust safeguarding, whistleblowing and complaints procedures The home will make DoLs (Deprivation of Liberty Safeguards ) applications for all individuals over the age of 18 who are subj ect to any restrictions Ensuring the homes comply with health and safety regulation s and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is ac hieved using their preferred communication systems supported by their key worker and other members of the support team, in t he following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co
	Utilising all forms of communication within the home to ensure

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal	Prior to any admission a detailed assessment will be completed. The purpose of this is:
putcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed ever
	y 3 months in consultation where possible with the individual, ke
	y workers, family members, social workers and any other releva
	nt professional. This will ensure that the individuals plans remai
	n current, appropriate and relevant to their present and future
	needs. Changes to each plan will be recorded and relevant out
	comes will be agreed / monitored. There will be quarterly MDT's
	to review placement

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 8 31 March)

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

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Induction	0
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
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
· · · · · · · · · · · · · · · · · · ·	
ŭ	1
ŭ	1 0
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0         0           0         0           0         0           0         0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Out ine below the number of permanent and fixe Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 0 0 0 0 0 0 1 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 0 0 0 0 0 0 1 0 0

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial years	
Set out the number of staff who undertook relev provided is only a sample of the training that ma	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ant training. The list of training categories by have been undertaken. Any training not listed
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 2
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is   0   2   0

No. of Non-guaranteed hours contract (zero hours) staff	0
stall	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior support worker available Mon - Sun 8.30 - 8.30PM Contracted hours 45.5 hrs per week
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 sp stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp	
Important: All questions in this section relate sp stated, the information added should be the pos	
Important: All questions in this section relate sp stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant	5 3
Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	5 3 ar for this role type.
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Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	5 3 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	5 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	5         3         ar for this role type.         ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         5         5         5         5         5         5         5         5         5
Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	5 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 5 5
Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	5         3         ar for this role type.         ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         5         5         5         5         5         5         5         5         5
Important: All questions in this section relate sp stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	5 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional finduction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	sition as of the 31st March of the last financial year.         5         3         ar for this role type.         arant training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5
Important: All questions in this section relate sp stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	5         3         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5
Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	sition as of the 31st March of the last financial year.         5         3         ar for this role type.         ant training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         6

Contractual Arrangements	
č	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	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.	2 x LD sleep 8am - 12pm plus sleep in shift Support workers are contacted 39 hrs per wee 1 X LD 8.30am- 8.30 pm
Staff Qualifications	
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 who have the required qualification to be registered with Social Care Wales as a social	2 3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	3 No

ice Details	
Name of Service	Tegfan House
Telephone Number	01792872288
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision	
People Supported	
How many people in total did the service provide care and support to during the last financial year?	5

The minimum weekly fee payable during the last financial year?	3826
The maximum weekly fee payable during the last financial year?	4546

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	There is a games room for the chidren to enjoy activities

#### Communicating with people who use the service

Ľ

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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care. We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor ted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns. Being provided opportunity to be involved in aspects of their support and healthcare Duty of candour training and safeguarding are mandatory for al I staff

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i
	n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enable
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 11 31 March)

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

Yes

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

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

	cifically to this role type only. Unless otherwise	
stated, the information added should be the pos	ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that man can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	
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	
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
	0	
No. of part-time staff (16 hours or under per week)		
Staff Qualifications		
	1	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 0	

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
	2
No. of staff in post	2
No. of posts vacant Training undertaken during the last financial yea	1 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	1 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	1 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	1 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	1 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	1         ar for this role type.         ant training. The list of training categories         ay have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         1         2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	1         ar for this role type.         ant training. The list of training categories         ay have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         1         2         2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         2         2         2         2         2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1         ar for this role type.         ant training. The list of training categories         ay have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         1         2
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         3
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         1         1         2         2         2         2         2         2         2         2         2         2         3         4         5         6
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1         ar for this role type.         ant training. The list of training categories as have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         3         4         5         6         7         7         8         8         9 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1         ar for this role type.         ant training. The list of training categories as have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         3         4         5         6         7         7         8         8         9 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relew provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	1         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	1         ar for this role type.         ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         2         3         4         5         6         7         8         9         9         10         11

No. of Non-guaranteed hours contract (zero hours)	0
staff	·
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week Sun- Sat 1 X senior support worker will be available on each shift 7.30am - 7.30pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this	Yes
type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe	
Important: All questions in this section relate spe stated, the information added should be the pos	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ition as of the 31st March of the last financial year. 7 2 ar for this role type. ant training. The list of training categories
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ition as of the 31st March of the last financial year. 7 2 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8         8
Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	ition as of the 31st March of the last financial year. 7 2 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 8 8 8 8
Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8         9
Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8         8         8         8         8         8         8         8
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8
Important: All questions in this section relate spectrated, the information added should be the possibility of the information added should be the possibility of the post of staff in post. No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ition as of the 31st March of the last financial year.         7         2         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         8         8         8         8         8         8         10

Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	9.30am - 9.30pm plus sleep in shift 2pm - 11pm plus sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
be registered with Social Care Wales as a social	1 6
be registered with Social Care Wales as a social care worker No. of staff working towards the	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	6
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	6
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	6 No

ice Details	
Name of Service	Ty Aelwyd
Telephone Number	01443414826
What is/are the main language(s) through which your service is provided?	English Medium

Service Provision	
People Supported	
How many people in total did the service provide care and support to during the last financial year?	3

The minimum weekly fee payable during the last financial year?	7678
The maximum weekly fee payable during the last financial year?	7678

### 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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a rear garden and a small patio area at the front of the h ome for children to access/enjoy outdoor games and relax in, ther e is an outdoor dining area with table and chairs, which can be en joyed in warmer months.
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked when not in use, due to storage of confidential area. Commu nal bathroom is available

#### Communicating with people who use the service

Ľ

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

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in
	dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor rted by their key worker and other members of the support tea m, in the following ways:
	<ul> <li>Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns.</li> <li>Being provided opportunity to be involved in aspects of their support and healthcare</li> <li>Duty of candour training and safeguarding are mandatory for al I staff</li> </ul>

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enable
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 9 31 March)

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

Yes

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

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

Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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	
pertinent to this role which is not outlined above.	Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

Does your service structure include roles of this type?	No		
Other supervisory staff			
Does your service structure include roles of this type?	No		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Filled and vacant posts			
	†		
No. of staff in post	2		
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev	0 ar for this role type. rant training. The list of training categories		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type.		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	0 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	0 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 2 2		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 2 2 2		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 2 2 2 2 2 2		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2 </td		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2 </td		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3         4         5         6		
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2 </td		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0         ar for this role type.         an training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3         4         5         6         7         7         8         8		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         an training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3         4         5         6         7         7         8         8		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2 </td		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0         ar for this role type.         ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3         4         ADHD         First Aid         Self harm and suicide         Fire safety         Data Protection		

No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A senior support worker will work a day shift 7.30p m - 8.30pm Monday - Sunday Week 1 Mon, Friday, Sat and sun Week 2 Tues, Wed, Thurs	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	1	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
stated, the information added should be the pos		
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that mage	6 1 ar for this role type. ant training. The list of training categories	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that mark can be added to 'Please outline any additional to 'Please outline any additional to 'Please outline any additional to the training	6 1 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	6 1 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction	6 1 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety	6 1 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6	
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	6 1 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 6 6	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever         provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	6         1         ar for this role type.         ant training. The list of training categories ny have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         6         6         6         6         6         6         6         6	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	6         1         ar for this role type.         ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	6         1         ar for this role type.         ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releve         provided is only a sample of the training that marks         can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	6         1         ar for this role type.         ant training. The list of training categories ny have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6 </td	
stated, the information added should be the poss         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	6         1         ar for this role type.         ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	

Contractual Arrangements		
No. of permanent staff	6	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 X Long day sleep 7.30 - 11pm plus sleep 1 x shared wake night with sister service 13 hrs 7.3 0pm - 8.30am	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	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		
	No	

ice Details	
Name of Service	Ty Banwen
Telephone Number	01443 414826
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision			
People	e Supported		
Ho su	w many people in total did the service provide care and pport to during the last financial year?	1	

The minimum weekly fee payable during the last financial year?	84609.09
The maximum weekly fee payable during the last financial year?	84609.09

### 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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

## Service Environment

	-
How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The garden has pathed area which leads to a rear exit. Grass are a available for young children to enjoy garden games. There is al so a small concreate area at the front of the house, to enjoy gard ening if this is desired.
Provide details of any other facilities to which the residents have access	The service has a fully functional kitchen with all the required appl iances. There is a laundry room, with sufficient washing and dryer facilities. The young people have access to all rooms apart from t he offie area, unless a staff member is present, when the office is not in use the office is locked, to ensure all young people's inform ation is kept safe and secure.

#### 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	

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

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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor rted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns. Being provided opportunity to be involved in aspects of their support and healthcare Duty of candour training and safeguarding are mandatory for al I staff

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enable
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 9 31 March)

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

Yes

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

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

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		
nfection, prevention & control	1		
Manual Handling	1		
Safeguarding	1		
Medicine management	1		
Dementia	0		
	1		
Positive Behaviour Management Food Hygiene	1		
	First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety IOSH		
Contractual Arrangements			
No. of permanent staff	1		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1		
No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week)	0		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0		
Deputy service manager			

Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this	No	
type?		
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant Training undertaken during the last financial ye	0 ar for this role type.	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	ar for this role type.	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional not outlined above'. Induction Health & Safety	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional i not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional i not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional i not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that ma can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional i not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 2 2 2 2 2 2 2 2 2 2 2	

No. of Non-guaranteed hours contract (zero hours) staff		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A senior support worker will work a day shift 7.30p m - 8.30pm Monday - Sunday Week 1 Mon, Friday, Sat and sun Week 2 Tues, Wed, Thurs	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
stated, the information added should be the pos	ition as of the 31st March of the last financial year.	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yea         Set out the number of staff who undertook relev provided is only a sample of the training that ma	ition as of the 31st March of the last financial year. 6 1 ar for this role type. ant training. The list of training categories	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial yea         Set out the number of staff who undertook relev         provided is only a sample of the training that ma         can be added to 'Please outline any additional to	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction	6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         6         6         6         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         6         6         6         6         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         6         6         6         6         6         6         6	
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev         provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         6         6         6         6         6         6         6         6         6         6         6         6         6         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relev         provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6         7	
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marked above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	ition as of the 31st March of the last financial year.         6         1         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         6	

Contractual Arrangements		
No. of permanent staff	6	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 X Long day sleep 7.30 - 11pm plus sleep 1 x shared wake night with sister service 13 hrs 7.3 0pm - 8.30am	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	7	
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	

ice Details	
Name of Service	Ty Canol
Telephone Number	01792321154
What is/are the main language(s) through which your service is provided?	English Medium

Service Provision	
Reople Supported	
How many people in total did the service provide care and support to during the last financial year?	1

The minimum weekly fee payable during the last financial year?	6609
The maximum weekly fee payable during the last financial year?	6609

### 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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

# Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ty Canol is situated in a rural area with access to large grounds, t here is a secure garden area, where children have rabbits as pet s, there is room for garden games, activities, and children.
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked if not in use, this is due to confidential information which is st ored within the office. There is a utility room available for young c hildren to complete their laundry.

Communicating with people who use the service

Ľ

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

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care. We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor ted by their key worker and other members of the support tea m, in the following ways: Making a complaint or comment about the service, either dire ctly or via their parent, advocate, social worker or member of st aff. Participating in reviews and meetings about their progress, w here possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns. Being provided opportunity to be involved in aspects of their support and healthcare Duty of candour training and safeguarding are mandatory for al I staff

The extent to which people live in accommodation that best	Prior to any admission a detailed assessment will be completed.
supports their wellbeing and achievement of their personal	The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

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 9 31 March)

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

Yes

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?

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	
	Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety	
Contractual Arrangements		
Contractual Arrangements		
, , , , , , , , , , , , , , , , , , ,	1	
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	1 0	
No. of permanent staff		
No. of permanent staff No. of Fixed term contracted staff	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0           0           0           0           0           0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0           0           0           0           0           0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 0 0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 0 0 0 0 0 0 1 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 0 0 0 0 0 0 1 0 0	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise titon 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.	Duty of candour First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	

Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
~		
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
not outlined above'.	raining undertaken pertinent for this role which is	
Induction	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection	
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 (25 hours or more non-upply)	2	
No. of full-time staff (35 hours or more per week)		
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift M on - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	2	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	9	
No. of posts vacant	2	
Training undertaken during the last financial yea	r for this role type.	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10	
Set out the number of staff who undertook relevations provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10 10 10	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 10 10 10 10 10 10 10 10 10 10 10 10 10	

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Ratio per 2 long day sleeps Each shift will have 1 x support worker 7.30 am - 10 .30 pm plus sleep night
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	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

ervice Details	
Name of Service	Ty George
Telephone Number	01792321154
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3006
The maximum weekly fee payable during the last financial year?	4753

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?	Monthly surveys, which cover various topics so young children voi ces are evidenced and heard House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month 3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes

## Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all childre n to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scoot ers etc
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked if not in use, this is due to confidential information which is st ored within the office. There is a utility room available for young c hildren to complete their laundry.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

	1
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.	Through our person-centred approach we aim to support the in dividual to reach their full potential. We aim to promote indepen dence and empower individuals to be actively involved in all as pects of their lives and their care.
	We achieve this by:
	<ul> <li>Developing Individual personal plans which we call positive b ehaviour support plans and risk assessments.</li> <li>Everyone will have a named key worker who will be supporte d to coordinate the care and support with the individual.</li> <li>Each individual and their stakeholders being involved in deve loping their outcome plans</li> </ul>
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.	Supporting individual's attendance at regular health and dental appointments Supporting individuals to register with local medical, dental and opticians' practice, and other services where required Liaising and working with various health practitioners as require d. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healt hcare needs identified within individual's case files. Discussing of health concerns and appointments with appropria te representatives. Ensuring a sufficient amount of staff receive training and updat es regarding all aspects of medication handling and administrat ion Be involved in activities, hobbies or individual interests We will support young people to maintain preferred activities bu t also support people to explore new opportunities in their local
	and wider community. Activities will be meaningful and aim to op timise independence where appropriate and to achieve their in dividual outcomes All young people will be supported to develop an activity planne r to enable them to have a plan based on their wishes, views an d preferences in relation to activities. All children will have an education outcomes plan, this will supp ort children to attend education daily where possible.
The extent to which people feel safe and protected from abuse and neglect.	We have robust safeguarding, whistleblowing and complaints pr ocedures Ensuring the homes comply with health and safety regulations and best practices Have control over everyday life and where relevant participatio n in work We are committed to ensuring that all young people are suppor ted to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems suppor red by their key worker and other members of the support tea m, in the following ways:
	<ul> <li>ctly or via their parent, advocate, social worker or member of st aff.</li> <li>Participating in reviews and meetings about their progress, w here possible.</li> <li>Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and co ncerns.</li> <li>Being provided opportunity to be involved in aspects of their support and healthcare</li> <li>Duty of candour training and safeguarding are mandatory for al I staff</li> </ul>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal	Prior to any admission a detailed assessment will be completed. The purpose of this is:
outcomes.	Identify individual support needs
	Identify individual accommodation needs
	Identify if individual needs can be met by the home
	To consider compatibility with other individuals
	Identify staff support levels
	Identify risks and develop management strategies
	Gather information from key individuals and agencies involved i
	n the Individuals life
	Identify any religious/cultural preferences and how these needs
	can be met
	If agreed that the individual could be supported, having conside
	red all the factors in the assessment process an offer will be ma
	de to the placing authority. If accepted, a transition plan will be
	agreed with all parties. This will be guided by the individual's ne
	eds and preferences.
	Prior to moving into the home, a plan will be developed to supp
	ort the move, this will be specific to the individual and their nee
	ds and may involve:
	Planned visits to the home
	Social events with the other individuals in the home
	Social stories about the move into the home
	Meals at home
	Activities
	Overnight stays
	When an individual move into the home, where appropriate, the
	y will receive a 'Guide to the home'. This document will act as p
	art of their introduction to their new 'placement'. A plan of how t
	hey will be supported based on information gathered during the
	pre-admission assessment information will be available to enabl
	e staff to provide support. This plan will be developed and revie
	wed as the placement progresses.
	Within 7 days of moving to the home a Provider assessment will
	be completed, this will be facilitated in the form of a placement
	planning meeting and carried out by the Manager and will inclu
	de Key Worker, Regional Manager and where appropriate the i
	ndividual themselves. At this meeting it will be discussed and de
	cided whether the service can continue to meet the needs of th
	e individual. Once this has been agreed the placement will conti
	nue and within 3 months the care and support plans will be final
	ised. Care and support plans will be discussed & reviewed mont
	hly in consultation where possible with the individual, key worke
	rs, family members, social workers and any other relevant profe
	ssional. This will ensure that the individuals plans remain curre
	nt, appropriate and relevant to their present and future needs.
	Changes to each plan will be recorded and relevant outcomes
	will be agreed / monitored.

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 8 31 March)

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

Yes

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?	Ī

Filled and vacant posts	
r nied and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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
	First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
	0 0
No. of volunteers	
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0 0 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week)	0 0 0 0 xed term contact staff by hours worked per week.
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0         0         0         0         ved term contact staff by hours worked per week.         1         0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fix	0       0       0       0       0         ved term contact staff by hours worked per week.
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0       0       0       0       0         ved term contact staff by hours worked per week.

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev	0 ar for this role type. rant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	0 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4 </td
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0         ar for this role type.         an training. The list of training categories as have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         6         7         6         7         7         8         9         14         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         ADHD
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         an training. The list of training categories as have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         6         7         6         7         7         8         9         14         4         4         4         4         4         4         4         4         4         4         4         4         4         4         4         ADHD
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0         ar for this role type.         ant training. The list of training categories as have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         6         7         6         7         7         8         4         4         4         4         4         4         4         4         4         5         6         7         7         8         8         9         9         9         10         11
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0         ar for this role type.         ant training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is         4         5         6         7         6         7         8         4         4         4         4         4         4         4         4         4         5         6         7         7         8         9         9         9         9         10         110         121

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior per shift Mon - Fri shits allocation times 7.30am - 8.30pm
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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts No. of staff in post	ition as of the 31st March of the last financial year.
Filled and vacant posts No. of staff in post No. of posts vacant	4 2
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	4 2 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marks can be added to 'Please outline any additional the not outlined above'.         Induction	4 2 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety	4 2 ar for this role type. and training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever provided is only a sample of the training that marks and the added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	4 2 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	4 2 ar for this role type. and training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	4 2 ar for this role type. ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	4 2 ar for this role type. and training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	4 2 ar for this role type. ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
stated, the information added should be the positive         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releve         provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	4 2 ar for this role type. and training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 0
stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	4 2 ar for this role type. ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 4 4 4 4 4 4 4 4 4

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 fixe	d term contact staff by hours worked per v
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Support worker shifts = Long day sleeps m sleep night 39 hrs per week
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	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	No