

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name: Seren Care Limited

The provider was registered on: 16/04/2020

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

The regulated services delivered by this provider were:

Nyth Y Nant	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/04/2020
Responsible Individual(s)	Elizabeth Cowley
Manager(s)	Hayley Skelly, Cameron Pauline
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Western Terrace	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/09/2020
Responsible Individual(s)	Elizabeth Cowley
Manager(s)	Karen Boycott
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Woodland Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	03/11/2020
Responsible Individual(s)	Matthew Stephens
Manager(s)	Daniel Williams
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Victoria Street	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/05/2021
Responsible Individual(s)	Elizabeth Cowley
Manager(s)	Damon Ali, Daniel Williams
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

7 Queen Street	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/03/2023
Responsible Individual(s)	Matthew Stephens
Manager(s)	
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Glanhyd	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/02/2022
Responsible Individual(s)	Elizabeth Cowley
Manager(s)	Peter Norris
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	There is a yearly training plan that incorporates all mandatory face to face, refresher training, specialist training and induction. All new staff will go through a robust induction. All staff must be registered with Social Care Wales within 6 months. Once staff have completed their induction and signed up to SCW then they will be put on the QCF level 3 qualification in health and social care. The service has a training matrix of all employees online e-learning and face to face training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a safer recruitment policy which governs the safer recruitment of staffing. All staff vacancies are advertised for equal opportunities. Candidates are invited to complete and submit application forms. Upon successful interview and provisional offer, there is careful vetting and checking of ID documents. Upon receipt of satisfactory references and cleared DBS, a formal offer is submitted. Staff are given the opportunity of an exit interview for feedback on the service for improvement.

Service Profile

Service Details

Name of Service	7 Queen Street
Telephone Number	01495825295
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

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?	None due to no admission of young people as of the 31st March 2023.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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	The rear garden consists of a patio seating area which will be used for children and staff to sit outside and enjoy the warm weather, eat food or have BBQ's. The garden is enclosed and privately fenced off.
Provide details of any other facilities to which the residents have access	Young people have access to a communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms are fitted with alarms for safeguarding purposes with consent and risk assessments in place.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of the personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behaviour support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.

* Please note that at the time of this report no young person was in service. This is a generic statement of our usual practice*

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality.</p> <p>Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings.</p> <p>The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed.</p> <p>There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service.</p> <p>Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is proactive at safeguarding all young people from emotional and physical harm to ensure their overall wellbeing is maintained. There is evidence of multiagency sharing, Incident reports, Reg 60 notification to regulator and duty to report to safeguarding, Personal plans, missing from home protocols and risk assessments.</p> <p>The service has a complaints policy in place. People using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The policy is effectively linked to the Safeguarding and whistleblowing policy.</p> <p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>

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

The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people. The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games). Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff. All visitors are required to sign in via a visitor's book which is GDPR compliant. The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen. There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place. Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management. The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.

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) 1

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anaphylaxis Awareness Bullying and Harrasment Report Writing Code of Professional Practice Autism Awareness Epilepsy Awareness

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order. Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily. Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s). Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required. Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used. To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business. Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1

Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Glanrhyd
Telephone Number	07368452353
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

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?	The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. The young people are given numerous opportunities to discuss their views / needs with staff, management and RI. As part of quality assurance processes, three monthly Regulation 73 visits are conducted in line with the statutory guidance and the SOP for the Service. This ensures monitoring is ongoing and timely action is taken to address practice issues to ensure young people receive good quality care. Twice a year we send out questionnaires to everyone involved in the care of the young people, Professionals, family, guardians, the staff team and young people in the home have the opportunity to also feedback their views about the operation of the home. The service received an inspection by the service regulator, and the feedback from the report has contributed to the continued improvement of the service.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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	The service has two lawned areas at the rear of the property. There is additional room for young people to play various outdoor games. There is a large patio area to accommodate outside dining and barbecues.
Provide details of any other facilities to which the residents have access	Young people have access to a communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of these personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behaviour support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.

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.

With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality. Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings. The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed. There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service. Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is proactive at safeguarding all young people from emotional and physical harm to ensure their overall wellbeing is maintained. There is evidence of multiagency sharing, Incident reports, Reg 60 notification to regulator and duty to report to safeguarding, Personal plans, missing from home protocols and risk assessments.</p> <p>The service has a complaints policy in place. People using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The policy is effectively linked to the Safeguarding and whistleblowing policy.</p> <p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people.</p> <p>The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games).</p> <p>Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff.</p> <p>All visitors are required to sign in via a visitor's book which is GDPR compliant.</p> <p>The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen.</p> <p>There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place.</p> <p>Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management.</p> <p>The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 12

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	0

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

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

Induction	6
Health & Safety	9
Equality, Diversity & Human Rights	7
Infection, prevention & control	6

Manual Handling	5
Safeguarding	9
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	10
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A typical shift pattern includes a block of 30 hrs. + 2 sleep ins. Day 1 =15 hrs. + 1 sleep Day 2 = 15 hrs. + 1 sleep Day 3 Off Day 4 Off Day 5 Off This service requires 3 staffing on shift at all times.
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	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?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager</p> <p>To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order.</p> <p>Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily.</p> <p>Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s).</p> <p>Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required.</p> <p>Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used.</p> <p>To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business.</p> <p>Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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

Service Profile

Service Details

Name of Service	Nyth Y Nant
Telephone Number	01495228917
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	2
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?	The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. The young people are given numerous opportunities to discuss their views / needs with staff, management and RI. As part of quality assurance processes, three monthly Regulation 73 visits are conducted in line with the statutory guidance and the SOP for the Service. This ensures monitoring is ongoing and timely action is taken to address practice issues to ensure young people receive good quality care. Twice a year we send out questionnaires to everyone involved in the care of the young people, Professionals, family, guardians, the staff team and young people in the home have the opportunity to also feedback their views about the operation of the home. The service received an inspection by the service regulator, and the feedback from the report has contributed to the continued improvement of the service.

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	The service does not provide a rear garden. There is a patio seating area which will be used for children and staff to sit outside and enjoy the warm weather, eat food or have BBQ's. There is no rear garden, and the front garden is private and enclosed. It has a wall around the perimeter and electric gates.
Provide details of any other facilities to which the residents have access	Young people have access to a pool table, games console, communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms are fitted with alarms for safeguarding purposes with consent.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of these personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behaviour support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality. Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings. The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed. There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service. Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is proactive at safeguarding all young people from emotional and physical harm to ensure their overall wellbeing is maintained. There is evidence of multiagency sharing, Incident reports, Reg 60 notification to regulator and duty to report to safeguarding, Personal plans, missing from home protocols and risk assessments.</p> <p>The service has a complaints policy in place. People using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The policy is effectively linked to the Safeguarding and whistleblowing policy.</p> <p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people.</p> <p>The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games).</p> <p>Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff.</p> <p>All visitors are required to sign in via a visitor's book which is GDPR compliant.</p> <p>The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen.</p> <p>There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place.</p> <p>Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management.</p> <p>The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.</p>

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

Number of posts and staff turnover

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

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

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	6
Safeguarding	8

Medicine management	8
Dementia	0
Positive Behaviour Management	7
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A typical shift pattern includes a block of 30 hrs. + 2 sleep ins. Day 1 =15 hrs. + 1 sleep Day 2 = 15 hrs. + 1 sleep Day 3 Off Day 4 Off Day 5 Off This service requires 3 staffing on shift at all times.
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Staff Qualifications

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

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager</p> <p>To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order.</p> <p>Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily.</p> <p>Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s).</p> <p>Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required.</p> <p>Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used.</p> <p>To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business.</p> <p>Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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

Service Profile

Service Details

Name of Service	Victoria Street
Telephone Number	01495826767
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

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?	The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. The young people are given numerous opportunities to discuss their views / needs with staff, management and RI. As part of quality assurance processes, three monthly Regulation 73 visits are conducted in line with the statutory guidance and the SOP for the Service. This ensures monitoring is ongoing and timely action is taken to address practice issues to ensure young people receive good quality care. Twice a year we send out questionnaires to everyone involved in the care of the young people, Professionals, family, guardians, the staff team and young people in the home have the opportunity to also feedback their views about the operation of the home. The service received an inspection by the service regulator, and the feedback from the report has contributed to the continued improvement of the service.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	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	The service has a small enclosed garden fenced off for privacy with decking at the front and back area of the garden for seating and entertainment.
Provide details of any other facilities to which the residents have access	Young people have access to a communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms are fitted with alarms for safeguarding purposes with consent and risk assessments.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of these personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behavioural support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality. Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings. The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed. There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service. Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is proactive at safeguarding all young people from emotional and physical harm to ensure their overall wellbeing is maintained. There is evidence of multiagency sharing, Incident reports, Reg 60 notification to regulator and duty to report to safeguarding, Personal plans, missing from home protocols and risk assessments.</p> <p>The service has a complaints policy in place. People using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The policy is effectively linked to the Safeguarding and whistleblowing policy.</p> <p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people.</p> <p>The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games).</p> <p>Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff.</p> <p>All visitors are required to sign in via a visitor's book which is GDPR compliant.</p> <p>The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen.</p> <p>There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place.</p> <p>Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management.</p> <p>The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	0

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

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

Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	5

Manual Handling	2
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	7
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A typical shift pattern includes a block of 30 hrs. + 2 sleep ins. Day 1 =15 hrs. + 1 sleep Day 2 = 15 hrs. + 1 sleep Day 3 Off Day 4 Off Day 5 Off This service requires 2 staffing on shift at all times. (2:1)
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	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager</p> <p>To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order.</p> <p>Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily.</p> <p>Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s).</p> <p>Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required.</p> <p>Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used.</p> <p>To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business.</p> <p>Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1

No. of staff working toward required/recommended qualification	0
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Service Profile

Service Details

Name of Service	Western Terrace
Telephone Number	01495304380
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. The young people are given numerous opportunities to discuss their views / needs with staff, management and RI. As part of quality assurance processes, three monthly Regulation 73 visits are conducted in line with the statutory guidance and the SOP for the Service. This ensures monitoring is ongoing and timely action is taken to address practice issues to ensure young people receive good quality care. Twice a year we send out questionnaires to everyone involved in the care of the young people, Professional's, family, guardians, the staff team and young people in the home have the opportunity to also feedback their views about the operation of the home. The service received an inspection by the service regulator, and the feedback from the report has contributed to the continued improvement of the service.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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	The service has a private front garden which is enclosed with a decked seating area used for children and staff to sit outside and enjoy the warm weather, eat food, or have BBQ's. There is a wall around the perimeter and a gate.
Provide details of any other facilities to which the residents have access	Young people have access to a communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms are fitted with alarms for safeguarding purposes with consent and risk assessments in place.

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	Yes
List 'Other' forms of non-verbal communication used	Visual Aids to support young people to remember information.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of these personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behaviour support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality. Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings. The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed. There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service. Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people.</p> <p>The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games).</p> <p>Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff.</p> <p>All visitors are required to sign in via a visitor's book which is GDPR compliant.</p> <p>The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen.</p> <p>There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place.</p> <p>Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management.</p> <p>The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.</p>

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

Number of posts and staff turnover

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

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

Staff Type

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	12
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	10
Infection, prevention & control	7
Manual Handling	7
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	9
Food Hygiene	10

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice
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Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	2

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)	10
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A typical shift pattern includes a block of 30 hrs. + 2 sleep ins. Day 1 =15 hrs. + 1 sleep Day 2 = 15 hrs. + 1 sleep Day 3 Off Day 4 Off Day 5 Off 3 staff are required on shift at all times.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	10

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

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

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager</p> <p>To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order.</p> <p>Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily.</p> <p>Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s).</p> <p>Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required.</p> <p>Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used.</p> <p>To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business.</p> <p>Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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

Service Profile

Service Details

Name of Service	Woodland Cottage
Telephone Number	01495982462
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5035
The maximum weekly fee payable during the last financial year?	8347.50

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?	The views of the young people we work with are crucial in helping us to understand where we need to improve and develop the service. The young people are given numerous opportunities to discuss their views / needs with staff, management and RI. As part of quality assurance processes, three monthly Regulation 73 visits are conducted in line with the statutory guidance and the SOP for the Service. This ensures monitoring is ongoing and timely action is taken to address practice issues to ensure young people receive good quality care. Twice a year we send out questionnaires to everyone involved in the care of the young people, Professional's, family, guardians, the staff team and young people in the home have the opportunity to also feedback their views about the operation of the home. The service received an inspection by the service regulator, and the feedback from the report has contributed to the continued improvement of the service.

Service Environment

How many bedrooms at the service are single rooms?	5
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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	The service has a medium size back garden, with a garage where the young people have access to a mini gym and a grass area for playing football. There is also a large football pitch immediately behind the building. There is a seating area for food or BBQ's. There is a small garden at the front of the property with raised flower beds and a gated wall around the perimeter.
Provide details of any other facilities to which the residents have access	Young people have access to a communal TV, and individual tv's in their bedrooms. There is a separate internet bespoke to the young people's needs. There is access to a line telephone to call family and friends and speak to their social workers. There are additional education resources and reading material to support learning and development. Young people will have access to therapeutic services to support their development with some needing external assessment such as CAMHS to support their behavior's. The service will ensure young people have access to an advocacy service who will visit the home on a regular basis if required. Young people will have access to a Key worker who will undertake key working sessions where they can express their views, feelings and wishes. Young people have access to the Mind of my own app to inform others of their views and opinions. The young people's bedrooms are fitted with alarms for safeguarding purposes with consent and risk assessments in place.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service has evidence of effective care planning for the young people and reflects the agency and personal outcomes from the Local Authorities care and support plan. There is evidence in the Regulation 15 personal plans that outline personal outcomes and guide the staff team to support the achievement of these personal and agency outcomes. All personal plans are shared with the young people, placing authorities for their feedback. A young person's version is made available to the young people in a format of their understanding to ensure the young person has a contribution to their care and ensuring the following principles of the act are considered • Co-production • Multi agency • Voice and control • Well-being • Prevention and early intervention. Young people have regular key working sessions with their key workers where they have the opportunities to discuss various topics such as keeping safe, mental health, health and wellbeing, appropriate relationships, contact, independent skills and education. There is a missing persons protocol in place and are reviewed monthly and updated to include information relating to management of risk when young people go missing. Young people have behaviour support plans which provide strategies for staff to use to ensure their behaviours are managed appropriately, responding to negative and positive triggers, Preferred Handling Strategies when dealing with physical intervention. The plans are reviewed monthly and updated in relation to changes in behaviours and risk management. Feedback from the quality surveys undertaken suggest that young people are given appropriate choices and communication between the service, staff and other professional is on the whole positive. There is a regulation 18 Pre-admission Provider assessment form in place and these have been reviewed and revised in line with the statutory guidance for discussion and collaboration with the young person to include their views wishes and feelings. A complaints policy is in place, people using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff team who is able to meet the needs of the young people living at the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>With specific regard to the wellbeing of the young people, the service evidence they understand the need for both physical and emotional wellbeing support and this is set out in the personal plans, behaviour support plans, activity planners, menu planners and various other guidance documents in the home. There is evidence of the sharing of documentation on a multiagency basis which again demonstrates the homes process have the principles of the SSWA embedded in its functionality. Young people are supported by staff to maintain a good standard of hygiene. They are provided with a hygiene allowance and supported by staff to buy their personal care products. All are registered with a local GP, opticians and dentist. They are encouraged to eat healthily and have input on weekly meal planning. This is kept under review in their CLA meetings. The Service has a medication policy in place to ensure safeguarding of the administration of medicines. Daily audits are carried out by the home to ensure there is sufficient validity for the administration of medicines and to quickly be able to identify medication errors. Staff receive face-to-face training and online training to ensure policy and procedures are followed. There are efficient systems in place to support and review the contact arrangements for the young people to visit their families and friends to enable safer safeguarding links with agreement between local authorities and the Service. Young people are supported by staff to attend education and have an education plan in place which is kept under review in their CLA. The young people are encouraged to participate in physical activities to promote healthy lifestyle and better social skills to enable their wellbeing. They have input into their weekly activities and work towards a smarter reward criteria to achieve positive outcomes on their behaviours. All young people are provided with the Mind of my own app on their phones to help them communicate their views with people.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service is proactive at safeguarding all young people from emotional and physical harm to ensure their overall wellbeing is maintained. There is evidence of multiagency sharing, Incident reports, Reg 60 notification to regulator and duty to report to safeguarding, Personal plans, missing from home protocols and risk assessments.</p> <p>The service has a complaints policy in place. People using and working at the home know how to raise a complaint and feel confident that the home will deal with issues promptly. The policy is effectively linked to the Safeguarding and whistleblowing policy.</p> <p>All new staff were subject to a robust recruitment process and an enhanced DBS check.</p> <p>The service has a training matrix which shows that new staff receive safeguarding training as part of their induction. Staff are booked on mandatory face to face safeguarding refresher training to enable them to recognise signs of abuse and stay informed about emerging risks and ensure they know how to respond to concerns.</p> <p>The service provides specialist training and guidance to staff on suitable methods of discipline, control and restraint.</p> <p>There are appropriate staffing levels in place to keep young people safe and managers know when they need to escalate concerns and seek additional support for young people to safeguard them.</p> <p>Young people are given a copy of the young person's guide which directs them to the complaints procedures where they can access the complaint form.</p> <p>The service has a designated safeguarding officer to ensure all are aware of their responsibilities for creating a safe environment for children and young people, implementing the policy and ensuring safeguarding measures are operating effectively and are clearly defined.</p> <p>All admissions to the service take in consideration the age range, gender mix, needs and abilities of all young people during the referral and admission process in line with the Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service is safe and secure and is in line with the statement of purpose and promotes the wellbeing of the young people.</p> <p>The service provides a good standard of accommodation for young people. It is well furnished and maintained to a high standard and young people have access to a range of resources to support their learning and leisure activities as well as education (computers, books, games).</p> <p>Young people have their own bedrooms which are fitted with alarms for additional safeguarding purposes. Their bedrooms are decorated to a high standard and kept clean and tidy with support from staff.</p> <p>All visitors are required to sign in via a visitor's book which is GDPR compliant.</p> <p>The home is inspected by the food safety standard and ensures that we are guided by the safer food better business practice to maintain food safety and hygiene standards within the kitchen.</p> <p>There are consistently good maintenance arrangements in place. This includes routine testing of emergency lighting & fire safety equipment. There is a manager's evidence record in place showing dates of all tests carried out and dates of renewal. Utilities such as gas and electricity have the relevant safety certificates in place. The home has an emergency evacuation plans (PEEP's) in place.</p> <p>Fire drills are undertaken monthly, and staff have on-going fire safety training. Cleaning substances hazardous to health are stored appropriately with the relevant risk assessment documentation in place. Regular health and safety audits are carried out by external agencies the responsible individual as well as senior management.</p> <p>The home environment is maintained to a high standard and all maintenance is recorded on the Home Improvement Plan (HIP), this is reviewed jointly by the home manager and maintenance team.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	9
No. of posts vacant	0

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

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

Induction	8
Health & Safety	5
Equality, Diversity & Human Rights	6
Infection, prevention & control	6

Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Autism Awareness ACE Epilepsy Awareness Anaphylaxis awareness Bullying and Harassment in the work place Report writing Code of professional practice
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A typical shift pattern includes a block of 30 hrs. + 2 sleep ins. Day 1 =15 hrs. + 1 sleep Day 2 = 15 hrs. + 1 sleep Day 3 Off Day 4 Off Day 5 Off This service requires 3 staffing on shift at all times.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Manager</p> <p>To maintain the building(s), grounds, furniture and equipment so that the service is maintained in a clean, safe and efficient functional order.</p> <p>Maintain the Home Improvement Plan in which defects are recorded by Staff Members. Use this book to effect repairs and replacements daily.</p> <p>Carry out any patching up or touching up of decoration as and when required in order to maintain the standard of the home(s).</p> <p>Ensure all ventilation units and light fittings are kept clean. Replace any defective light bulbs / diffusers as required.</p> <p>Move furniture and heavy and bulky equipment, as directed by the Home Manager, ensuring safe moving hand handling techniques are used.</p> <p>To carry out any reasonable practical task as directed by the Home Manager that will contribute to the smooth running of the business.</p> <p>Arrange contractors where tasks are beyond your qualifications and capabilities.</p>
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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