

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:	Shaw healthcare (Cambria) Limited
The provider was registered on:	01/04/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Owmcelyn Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	28/02/2020
	Responsible Individual(s)	Liam Scanlon
	Manager(s)	Leanne Smith
	Maximum number of places	24
	Service Conditions	There are no conditions associated to this service
	Brynhfryd Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/03/2023
	Responsible Individual(s)	Liam Scanlon
	Manager(s)	Lowri Owen
	Maximum number of places	42
	Service Conditions	There are no conditions associated to this service
	Cartref Dyfi Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/03/2023
	Responsible Individual(s)	Liam Scanlon
	Manager(s)	Dawn Stalham
	Maximum number of places	28
	Service Conditions	There are no conditions associated to this service
	Trenewydd Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/03/2023
	Responsible Individual(s)	Liam Scanlon
	Manager(s)	Richard Shepherd
	Maximum number of places	35
	Service Conditions	There are no conditions associated to this service

Wylesfield Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	
Maximum number of places	27
Service Conditions	There are no conditions associated to this service

Maes Y Dderwen	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	28/02/2020
Responsible Individual(s)	Liam Scanlon
Manager(s)	Sarah Vaughan
Maximum number of places	24
Service Conditions	There are no conditions associated to this service

Cartef Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Paul Anderson
Maximum number of places	23
Service Conditions	There are no conditions associated to this service

Greenhill	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Paula Spruce
Maximum number of places	22
Service Conditions	There are no conditions associated to this service

Llwyn Teg Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	
Maximum number of places	33
Service Conditions	There are no conditions associated to this service

Llys Hafren Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023

Responsible Individual(s)	Liam Scanlon
Manager(s)	Beryl Wickstead
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

Maes Y Wennol Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Sandra Holt
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Flas Cae Crwn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Sheila Hughes
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

Prestemede Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Judith Jones
Maximum number of places	12
Service Conditions	There are no conditions associated to this service

The Grove	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/03/2023
Responsible Individual(s)	Liam Scanlon
Manager(s)	Judith Jenkins
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Shaw Support Services Ty Bryngolau	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2019
Responsible Individual(s)	Liam Scanlon
Manager(s)	Jemma Betts
Partnership Area	Cwm Taf Morgannwg
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	A training needs analysis was completed per service type inline with the requirements as a business, against the RISCA regulations & Social Care Wales requirements. Training plans were made and if not already available via our internal training department or elearning suite, additional training courses were sourced.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a HR business partner & recruitment team to help support and attract talented staff. The service manager and HR create attractive job adverts and descriptions that clearly outline the job responsibilities, qualifications, and skills required. We encourage engagement with the community. We are able to provide competitive packages and benefits, including being a Employee Owned Trust, our staff have real input and engagement into the business.

Service Profile

Service Details

Name of Service	Brynhyfryd Care Home
Telephone Number	01982 552784
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
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Fees Charged

The minimum weekly fee payable during the last financial year?	549.68
The maximum weekly fee payable during the last financial year?	661.75

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly surveys are completed by service users throughout the year. Monthly meetings are held with service users and their relatives each month Regulation 73 visits-every three months Bi annual visits from Shaw compliance team

Service Environment

How many bedrooms at the service are single rooms?	42
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	22
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Brynhyfryd has safe and accessible walkways and large landscaped garden and patio area which are safe and secure for residents
Provide details of any other facilities to which the residents have access	Hairdressing salon Telephones Door keys Wi/fi internet services

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The team are working on ensuring peoples voices are heard. Where possible Service user are involved in the Pre-admission assessment process, the care planning and provider assessment proves. During these they can express their likes, dislikes, preferences, concerns and wishes.</p> <p>Resident/relative quarterly satisfaction surveys provide a platform for them to give feedback on the service they receive.</p> <p>Regular Resident/relative meetings are held during which feedback is obtained and residents/ relatives have the opportunity to express ideas and be involved in some decision making and how the home is run.</p> <p>We have an open-door policy so residents and relatives are able to speak to staff and the manager at any time.</p> <p>As the service transferred across from Shaw healthcare Group to Shaw healthcare Cambria Limited, we recognise the PAN that was issued and the service and support team are working hard to ameliorate this area.</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>The service ensures that Service users have access and are supported to receive support from relevant health care professionals as required: District nurses, OT's, Physio, podiatry, community psychiatric team, etc. The local GP surgery hold weekly reviews Self-medication assessments are undertaken and those who do not wish to or are unable to self-medicate are supported to receive their prescribed medication by trained and competent staff within the home. Residents are involved in planning the activities via the in-house Activities coordinator monthly meetings. Activities are planned according to the resident's interests and wishes. Residents are supported by staff within the home to participate with their chosen activities. Activities include: Religious services/ communion Entertainment/ pet therapy/ outings The home is continuing to develop its community links/engagement.</p> <p>As the service transferred across from Shaw healthcare Group to Shaw healthcare Cambria Limited, we recognise the PAN that was issued and the service and support team are working hard to ameliorate this area.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service completes bi-annual surveys for Service Users, relatives/visitors and healthcare professionals. On conducting surveys at the home, all SU's said they feel safe and protected from abuse and neglect. References and DBS are obtained for all staff employed at the home. All staff receive training relevant to their job role and training is updated. Staff are aware of the All Wales safeguarding procedures, internal Whistleblowing policies and procedures.</p> <p>The service has changed an experienced Manager in post and is working well to ensure people feel safe and are protected from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, all residents are offered the opportunity to view the home and choose their room if possible. The service offers each Service User a choice of colour schemes for their room and are encouraged to bring any personal effects and or furniture to personalise the rooms. On going review of their care needs enables us to monitor individual's wellbeing and achievement of their personal outcomes. Healthcare professionals are involved as required. It is evident the improvements that have been made to the environment and the home has a maintenance plan to ensure further development of the environment.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>25</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care,

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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care,

Contractual Arrangements

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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?	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	7
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	4
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	7
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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior care staff days: 2 per Morning / Afternoon 7.45 am-8.15 pm Senior care staff nights: 1 8.00pm-8.00am
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1
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	24
No. of posts vacant	6
<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	13
Equality, Diversity & Human Rights	14
Infection, prevention & control	13
Manual Handling	23
Safeguarding	20
Medicine management	18
Dementia	12
Positive Behaviour Management	12
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid
Contractual Arrangements	
No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	5
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.	Care staff days: 6 in the morning / 5 in the afternoon 7.45am-8.15pm Care staff Nights: 4 8.00pm-8.00am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	17
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	6
Safeguarding	7
Medicine management	0
Dementia	4
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	6
Safeguarding	7
Medicine management	0
Dementia	1
Positive Behaviour Management	3
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, First Aid
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	14

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Service Administrator – provides admin and clerical support to the service</p> <p>Activity Champion - provides support to Service Users and organizes meaningful activities to participate in</p> <p>Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.</p>
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Person Centred Care & First Aid
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3

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

Service Details

Name of Service	Cartef Residential Care Home
Telephone Number	01497820621
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	977.50
The maximum weekly fee payable during the last financial year?	977.50

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?	REGULAR MEETINGS WITH RESIDENTS OF WHICH THE FAMILY MEMBER WERE ALSO ABLE TO ATTEND AND 6 MONTHLY SURVEYS.

Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	4
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	We have a sitting area at the front, accessed from the dining room, A flower garden off the main hall of the home and a large garden at the rear with a patio area.
Provide details of any other facilities to which the residents have access	NA

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.

Resident meetings are held every 3 months, which provides our residents with the opportunity to discuss their ideas, wishes and requests. However, there is a continuous open conversation in-between these meetings, so that residents are able to voice their thoughts and opinions to our staff – staff always ensure that action is taken, when requested by our residents. In addition, we actively seek out feedback from our residents and their relatives through surveys and questionnaires. Again, we always ensure that action is taken once we have gathered new information.

It is evident that staff ensure that Residents are supported and encouraged to voice their choice and preferences regarding their care – this is achieved through service user involvement in care planning and through open and transparent conversation between our staff and residents.

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.

Service users are encouraged to participate in their care planning, so that their wishes and requests can be included in all aspects of their care, in order to promote person centred practice.

Service users' hobbies and interests are identified so that activities can be tailored to suit their interests, in order to promote their wellbeing.

Staff regularly liaise with our local GP surgery and other health care providers, to ensure that resident's health is regularly monitored and reviewed.

We have weekly calls with the GP surgery, which allows us to raise and resolve any concerns quickly and efficiently for our residents.

When visiting the service, residents appear and confirm when discussing that their best interests are always at the forefront of the staffs care.

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

Service users are aware that any concerns they report will be taken seriously and appropriate action will be taken immediately.

Similarly, all staff are informed of the Whistleblowing policy that they can use to report any concerns.

In addition, the Manager has established a working culture that allows for staff members to confidently raise any issues or concerns to the Management Team, knowing that their concern will be managed confidentially and effectively.

Management engage with service users on a regular basis to ensure open and honest communication.

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

When residents initially move into Cartref, they are given the opportunity to choose the colour and lay out of their bedroom. In addition, bedrooms are allocated to residents based on individual needs, as much as possible.

All of the bedrooms allow for privacy and dignity to be intact at all times, so that personal care can be delivered in private.

During our regular resident meetings, residents are asked for their input regarding their environment – resident's input is always included in decisions relating to their accommodation.

The manager conducts daily walkarounds to ensure there are no issues and staff escalate any concerns they may find.

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) 6

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

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

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

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	3
No. of part-time staff (16 hours or under per week)	5

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.	<ul style="list-style-type: none"> • 1 Team Leader on duty between the hours of 6.4 5am to 2.15 pm • 1 Team Leader between 1.45pm to 9.15pm • 1 Team Leader on duty from 9pm to 7am
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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	9
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	17
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	4
Health & Safety	5
Equality, Diversity & Human Rights	10
Infection, prevention & control	4
Manual Handling	15
Safeguarding	15
Medicine management	12
Dementia	15
Positive Behaviour Management	10
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	7
No. of part-time staff (16 hours or under per week)	9
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.	<ul style="list-style-type: none"> • Day Care Staff on duty between the hours of 6.45 am to 2.15 pm • 2 Day Care Staff between 1.45pm to 9.15pm • 1 Night Care staff on duty from 9pm to 7am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	8
No. of posts vacant	0

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	7
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	5

Staff Qualifications

No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	4
Equality, Diversity & Human Rights	6
Infection, prevention & control	4
Manual Handling	9
Safeguarding	9
Medicine management	1
Dementia	5
Positive Behaviour Management	6
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Cartref Dyfi Care Home
Telephone Number	01654 702955

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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.00
The maximum weekly fee payable during the last financial year?	1009.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Inclusion in Care planning Resident Relative Meetings Invitation to Residents family nok for input into care plans and updates (with consent)

Service Environment

How many bedrooms at the service are single rooms?	28
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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	An enclosed Patio area accessed from the lounge and seating area at the front of the home
Provide details of any other facilities to which the residents have access	Dining Room Hairdressing Chiropody Conservatory In house laundry service

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 ensure that Residents are involved in the creation of their care plan on admission. If they are unable their family member or advocate can be involved with consent. Care plans are updated monthly residents are involved with this, every 3 months residents' family are also invited to provide input if they wish. There is no strict timetable, Residents care plans are live and info is continually inputted. Residents/NOK can view their Care plans at any time.</p> <p>The services culture is very inclusive and promotes service user involvement.</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>There is only one GP surgery in the town. Gps and District Nurses support residents needs in the home as required. Staff assist residents with request and appointments to access these services. For appointments to see consultants etc residents will have the offer of the home arranging hospital transport and an escort. There are lockable facilities in bedrooms if a resident wishes to self medicate if not our trained staff can administer medication.</p> <p>The Manager and support team have built good relationships with the local MDT teams which has a positive effect for the Service Users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff have Safeguarding training at induction and annual training thereafter. The home fully supports the Whistleblowing policy we endorse the reporting of concerns.</p> <p>We Actively promote a culture where staff and service users are encouraged to indicate or discuss their concerns regarding Safeguarding.</p> <p>Service Users or their representative are also aware of our complaints policy and encouraged to use it if they feel reason to.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Cartref Dyfi is located in the centre of Machynlleth it is very much part of the local community. Residents are mainly bi-lingual Welsh/English as are the staff. All are single occupancy bedrooms with communal areas to socialise with other residents if they should wish. There are no set visiting hours apart from protected meal times, residents are encouraged to continue with pastimes / hobbies they had before admission.</p> <p>A favourite for the Service Users is the garden and the garden activities, which both staff and residents have worked and continue to work hard on.</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
	<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	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
	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?	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	6
Medicine management	8
Dementia	4
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All Senior staff work a 12 hour 8am-8pm shift pattern
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate 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	23
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	8
Equality, Diversity & Human Rights	5
Infection, prevention & control	7
Manual Handling	18
Safeguarding	20
Medicine management	21
Dementia	6
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	22
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	12
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)	14
No. of part-time staff (16 hours or under per week)	7
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Care staff work either 12 hour or 6 hour shifts 8am-2pm 2pm to 8pm or 8am-8pm
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	2
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	6
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, Fire Awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	8

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	16
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	5
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Fire Awareness, Fluids and Nutrition, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	2
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
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	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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Cwmcelyn Nursing Home
Telephone Number	01495290550
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No current need for any other languages at present.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum weekly fee payable during the last financial year?	1252.00
The maximum weekly fee payable during the last financial year?	1252.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Cwmcelyn hold a monthly meeting for all residents in the service, these are held on a unit basis. Any works or changes to their home are discussed in the meetings to ensure all residents are up to date and aware. These are documented and filed in managers office for reference.

Service Environment

How many bedrooms at the service are single rooms?	24
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?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Cwmcelyn has a large garden to the back of the service for all residents to enjoy. Plants and tyres have been painted, wooden garden furniture and brightly coloured patio sets.
Provide details of any other facilities to which the residents have access	Cwmcelyn has a large function room that has been decorated as a bar area. This consists of a bar, dart board, pool table, karaoke and large smart TV. Activities are carried out in this room daily. Cwmcelyn hold Birthday parties in this room for each resident. A monthly pub night is held in this room with a singer.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Cwmcelyn hold monthly resident meetings where all can voice their wishes, feelings and concerns. This is where most residents will ask for day trips to be planned or their next holiday to be arranged discussing in detail where they would like to go. Most months the home menu is changed to include different meals that have been requested, residents are always happy with this.</p> <p>The service users have a real input into Cwm Celyn and service users are encouraged to participate in the way they feel most comfortable to do so.</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>Residents are supported with their independence for as long as they are able, this includes education and learning new skills. Health promotion is a key focus at Cwmcelyn especially around diabetes awareness and smoke cessation. Residents report being happy with the health promotion learning and education boards on all units that they have access to easy read leaflets.</p> <p>Over the last 12 months, it has been very positive to see the goals and outcomes the residents are achieving. This clearly demonstrates the staffs involvement to support the residents to achieve.</p>

The extent to which people feel safe and protected from abuse and neglect.	Residents feel safe within the service and especially in their bedrooms that are decorated with their own designs/colours/personal belongings. Cwm Celyn has a homely feel and the recent re-decoration and personalisation to the bedrooms has fed into this. Residents are confident to raise any concerns they may have to staff members or to Head Office.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Residents work with the team and careplan outcomes agreed, these are reviewed on a monthly basis. Outcomes can be something small like visiting a local shop and purchasing items with money independently or it can be going to reading & writing classes to learn new skills. Cwm Celyn is working very hard to support residents achieve their goals and outcomes, feedback from the residents on visits evidences that the service is truly supportive.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1

Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	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	5
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2

Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	5
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07.45-20.15 - 1 07.45-14.00 - 1 20.00-08.00 - 1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	26
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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	24
Safeguarding	24
Medicine management	20
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	26
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	17
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)	10
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm - 5 8pm - 8am - 4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Fire Awareness, First Aid, BLS

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	1

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	3
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, First Aid, BLS

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc. Occupational Therapist Assistant -Provides support to Service Users, assists the delivery of the treatment programme.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	1
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Greenhill
Telephone Number	01873 810072
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages required at this time based on resident need

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.33
The maximum weekly fee payable during the last financial year?	1050.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident meetings Questionnaires

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	2
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	Secure garden at the back of the home. Small area at the front of the home.
Provide details of any other facilities to which the residents have access	Hairdressers

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>Giving residents the opportunity to have their voices heard through Person centred care support plans, resident meetings, questionnaires, flexibility around mealtimes.</p> <p>Greenhill have worked hard over the last 12 months to improve and achieve compliance with the previous PANs they were issued.</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>Access to healthcare professionals, person centred support plans and ongoing provider assessments. Activities co-ordinator with an activities planner which encompasses their hobbies and interests.</p> <p>Greenhill have worked hard over the last 12 months to improve and achieve compliance with the previous PANs they were issued.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents are given a platform to express their concerns and there is a complaints policy. Staff are provided with safeguarding and DoLs training. Robust recruitment process.</p> <p>Greenhill have worked hard over the last 12 months to improve and achieve compliance with the previous PANs they were issued.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Having the what matters conversation with the residents to see what is important to them. Staff ensure completion of the Ongoing provider assessment in line with the regulations.</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)	21
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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

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

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	0
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?	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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	6
Safeguarding	7
Medicine management	6
Dementia	3
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.45-13.45 1 team leader 13.45-20.15 1 team leader 20.00-08.00 1 team leader

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	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	15
Safeguarding	14
Medicine management	10
Dementia	4
Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	5
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.	7.45-13.45 and 3 support workers 13.45-20.15 2 support workers 20.00-08.00 1 support worker.
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	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	7
Safeguarding	7
Medicine management	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	10

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	5
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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	4
Safeguarding	5
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, MCA & DoLS, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Llwyn Teg Residential Care Home
Telephone Number	01691648278
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.00
The maximum weekly fee payable during the last financial year?	646.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents meetings, surveys, feedback, SUGs

Service Environment

How many bedrooms at the service are single rooms?	33
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?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outdoor garden space, accessed from dining areas , consisting of seating area, vegetable patch
Provide details of any other facilities to which the residents have access	Library/Quiet Room – Top floor

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.

Residents are free to decide how far they wish to participate in the common life of the home and how far they maintain relationships with family, friends and the local community. Residents are able to meet people, have conversations, correspond with and receive family and friends, make or receive telephone calls without being overlooked or overheard (unless an Adult Protection Order prevents the same). The quality of life in the home will be enhanced by the inclusion of the widest possible range of normal activities, particularly those with which residents have been familiar in the past. The home environment should be stimulating, providing the appropriate supporting services for residents and enabling a flexible lifestyle. We operate an open-door policy for all Residents, their families and friends. A healthy lifestyle and diet are the key to promoting and retaining independence and maintaining well-being. Healthy lifestyles can initially be promoted through care plans and company policy. We actively encourage participation from local sources, the local community and Residents' families to ensure an acceptable level of stimulation is provided for our Residents. Weekly activities and a monthly plan of activities are displayed in the home on the notice boards. Whenever possible, Residents will be involved in the planning, delivery and review of the operation of the home. Residents and relatives' meetings are held quarterly and minutes of these meetings are distributed to all residents and all relatives associated with the Service at that time. The Home Manager operates an open-door policy should anyone wish to raise any issues in a private and confidential capacity. Alternatively, mutually convenient appointments can be made to discuss individual issues. Person centred care is important to ensure the individual engages the fullest amount in their care. It is about considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions. It is imperative to keep the person at the centred of the process and ensure they are given the opportunity to give input and feedback into their own care. For individuals that may require support, advocates can be used to aid individuals with their choices and wishes. Choice, dignity, independence, and respect should always be exercised for all.

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.

People's individual care needs are regularly assessed and reviewed to ensure their needs are met. We work closely with external health and social care professionals to ensure our residents have access to specialist services as required. This includes: GP, Community Nursing, Community Psychiatric Nursing team, Diabetic Nurse Specialist, Parkinson's Disease Nurse Specialist, Dietician, dentist, chiropody and any other identified services required.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is the term used by Shaw to incorporate the term of Adult(s) at risk; it means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. Our safeguarding policy is in line with the All Wales Safeguarding Procedures and the All Wales Safeguarding Procedures app is installed on the Services tablet for easy accessibility.</p> <p>Shaw will champion best practice and challenge any poor practice from staff. We encourage staff to acknowledge that abuse can happen and where it does require all managers and staff to adopt a culture of openness, transparency and common response.</p> <p>We fully support whistle-blowing and the reporting of concerns and actively promote a culture where Residents are encouraged to indicate or discuss their concerns in respect of safeguarding.</p> <p>Shaw will respond appropriately when we suspect abuse has occurred or is likely to occur and act to prevent abuse from happening.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Person centred care is important to ensure the individual engages the fullest amount in their care. It is about considering people's desires, values, family situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions. It is imperative to keep the person at the centred of the process and ensure they are given the opportunity to give input and feedback into their own care. For individuals that may require support, advocates can be used to aid individuals with their choices and wishes. Choice, dignity, independence, and respect should always be exercised for all. This includes choice around the support they receive including how they receive their care. For example:</p> <ul style="list-style-type: none"> • Input into care plans and assessments • Input into reviews • Multiple communication strategies in place; using a resident's preferred means of communication • It is also important to respect the Resident's values, preferences and expressed needs. This increases the likelihood that people feel comfortable and safe within a setting. • It is also important to make sure there is continuity between and within services; care plans, transition plans etc, and individuals have access to appropriate care when they required it. <p>Meetings are also provided for both the Resident and family members involved. This allows any concerns or issues to be adequately addressed.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>4</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	8
Safeguarding	6
Medicine management	5
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
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	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)	4
No. of part-time staff (16 hours or under per week)	2

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>1 x 07:15-14:45 1 x 14:15-21:45 1 x 21:30-07:30</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>0</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>5</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>23</p>
<p>No. of posts vacant</p>	<p>3</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>4</p>
<p>Health & Safety</p>	<p>3</p>
<p>Equality, Diversity & Human Rights</p>	<p>4</p>
<p>Infection, prevention & control</p>	<p>4</p>
<p>Manual Handling</p>	<p>16</p>
<p>Safeguarding</p>	<p>15</p>
<p>Medicine management</p>	<p>11</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>4</p>
<p>Food Hygiene</p>	<p>4</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>23</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>5</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	7
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	4 x 07:15-14:45 4 x 14:15-21:45 2 x 21:30-07:30
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	20
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	12
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	6
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	0

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
No. of part-time staff (17-34 hours per week)	1

No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Llys Hafren Care Home
Telephone Number	01938552917
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	73
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.00
The maximum weekly fee payable during the last financial year?	1000.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Meetings with families- care planning Phone calls with families Events cascaded in emails and attendance to events Facebook Skype

Service Environment

How many bedrooms at the service are single rooms?	40
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?	3

How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>We have a large garden, which is separated into several different areas. We have the large lawn garden with the Bea hive, which is an open fronted wooden lodge.</p> <p>Another area is the shrubs garden, where there are benches set around spaces for privacy and shelter.</p> <p>We have the new beach garden, which has a boat, seashore, sea ting area and covered walkway with sensor stimulation.</p> <p>To the front of the home is seating areas overlooking the front garden</p> <p>We are in the process of developing a mens / ladies shed – with a range of topics</p>
Provide details of any other facilities to which the residents have access	<p>We are in close proximity of the town of Welshpool, within a five minute walk from the front door of the Home. Welshpool has a lovely selection of shops and cafes, pubs and hairdressing salons.</p> <p>We are close to the train station, a ten minute walk from the Home</p> <p>We have Powys Castle, around fifteen minutes walk from the Home.</p> <p>The canal side walk, with level footpaths is only five minutes walk from the front door.</p> <p>There is a bowling club behind the Home, where our residents are welcome to sit or play if able.</p> <p>We have the local steam railway, approximately a fifteen minute walk from the home.</p> <p>There is a swimming pool and sports centre.</p>

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)	Yes
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service engages with residents in relation to the running of the home in various ways; these include meetings to engage with events that have happened, feedback from service users in these meetings are actioned and fed back.</p> <p>Other areas include menu changes, colour schemes in the home – painting – fabric choices – names to change the Units called 'Part three' to names of their choice to give a pleasant description of the units staff live on.</p> <p>Residents are engaged with about events- places to visit.</p> <p>Care planning encourages residents to be involved and take ownership of their lives.</p> <p>Residents are involved in the fire drills, so they understand the safety side of the home.</p> <p>Llys Hafren work hard to ensure residents participate in a format that they feel most comfortable to do so.</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>The residents survey for Nov 22 had an overall percentage 89.6 %. These broken down into definitions of Choice of daily life Food Environment Personal care and support Social activities Families satisfaction was -95.42%</p> <p>The service then implemented a action plan to follow up the are as that were scored down to ensure improvements were made within the service.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The annual survey feedback was that overall over 98% of residents surveyed felt safe and protected and knew who to report their concerns to. There are a number of long term staff within the service and the staff build positive relationships with the service users and their relatives/friends - relatives, friends and service users themselves are confident to raised any concerns they have. During visits to the service, I have received positive feedback.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We have a lot of social workers who approach the Home due to the families and prospective resident stating they only want to live at Llys Hafren, some of the reasons are due to the location being close to where families can visit on a regular basis. Some from word of mouth where they have heard of the home and what we have done within the community, and what goes on within the home. Location and access to the town so residents can achieve their personal outcomes. The service has even received enquiries from Cheshire, where they have heard the Home is a good standard and has been suggested as somewhere to live. The service is working on embedding personal outcomes into their care plans.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
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	9
Safeguarding	10
Medicine management	9
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	6.45 - 14.15 - 1 13.45 – 21.15 - 1 6.45 - 21.15 - 1
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
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	42
No. of posts vacant	5
<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	9
Health & Safety	13
Equality, Diversity & Human Rights	12
Infection, prevention & control	14
Manual Handling	37
Safeguarding	41
Medicine management	23
Dementia	0
Positive Behaviour Management	21
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	34
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	5
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	12
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.	6.45 -14.15 - 6 13.45 – 21.15 - 5 6.45 - 21.15 - 3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	20
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
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	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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	4
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.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3

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

Service Details

Name of Service	Maes Y Dderwen
Telephone Number	01495717181
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1252.00
The maximum weekly fee payable during the last financial year?	1252.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular meetings, fee update consultation.

Service Environment

How many bedrooms at the service are single rooms?	24
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?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Front and back garden, service users use for gardening and relaxing
Provide details of any other facilities to which the residents have access	Hub area

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.	Service Users are very involved with the service and how their care and support is provided. They have multiple options to feed back or discuss their likes, dislikes, choices, suggestions and opportunities. They are very independent and are encouraged to be. From visiting and getting to know the Service Users, I am confident that the service is compliant with ensuring peoples voices are heard and they have choice in all aspects of their care and daily living.
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.	Service user feedback captured in service reviews and surveys and person centred time frame recovery all positive and state their recovery is supported and goal orientated. The staff team know the residents well and this promotes ensuring the residents maintain their ongoing health, development and wellbeing. There are some lovely friendships between the service users in Maes y Dderwen.
The extent to which people feel safe and protected from abuse and neglect.	All complaints are handled in a timely manner and safeguarding team are contacted to discuss referrals when threshold is met. Meetings are set and attended if required. The team are aware of the All wales safeguarding framework and complete their annual safeguarding training. The service users know how to raise any concerns they have.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Over the last 12 months, new flooring and other environmental works have been completed, this has had a positive impact on the environment. Continuing Health Care funded and placed in a recovery setting funded by local health authority. At placement reviewed annually or as deemed necessary. Assessed daily by nurse led service.

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)	37
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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>	
<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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	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	2
<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	6
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4

No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift = 7:45am to 8:15pm - 2 Night shift = 8pm to 8am - 1
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	24
No. of posts vacant	5
<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	5
Infection, prevention & control	2
Manual Handling	18
Safeguarding	14
Medicine management	14
Dementia	0
Positive Behaviour Management	6
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
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)	12
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7:45am to 8:15pm 4 8pm to 8am 2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	5
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	7
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	4
Manual Handling	5
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	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)	0

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc. Occupational Therapist Assistant -Provides support to Service Users, assists the delivery of the treatment programme.
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	2
<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	2
Infection, prevention & control	1
Manual Handling	9
Safeguarding	7
Medicine management	5
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	5
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Maes Y Wennol Residential Care Home
Telephone Number	01686 413736
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No requirement at present based on current service users needs

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.33
The maximum weekly fee payable during the last financial year?	1025.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have 3 monthly care plan reviews with the service users, their family member and we invite social workers, we have meetings to discuss their needs and update care plans to reflect the meeting outcomes. We have quarterly resident/relative meetings, the minutes are printed and shared to the heads of departments, we report back at the next meeting. We conduct annual surveys, giving out forms to our stakeholders, and family members. We give out forms to the service users, and then we collate the scores and complete an action plan based on the outcomes.

Service Environment

How many bedrooms at the service are single rooms?	29
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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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	We have x2 large enclosed garden areas with raised flower beds, a green house and lots of seating areas. We have a gazebo for shelter/shade
Provide details of any other facilities to which the residents have access	Religious services, chiropody, eye care, hairdressing, local musicians, local shops, bus services. Cafes, pubs, museum, library, doctors, dentist.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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 staff ensure Service users are consulted daily by the cook, she asks if they like what's on the menu, and responds to positive and negative feedback. Service users are asked what they would like in terms of activities. Both internal and external. They are involved in the care plan reviews as and when needed or 3 monthly. The staff embed inclusion within the care provided.
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.	Service users have all expressed how happy they are, their families have given us several compliments, and highly recommend us to other people in the community. When visiting the service, the service users are happy and welcoming, they always have a tale to tell. They feel supported with their health and overall wellbeing. The staff know the service users well which means they can identify quickly if a resident is unwell.
The extent to which people feel safe and protected from abuse and neglect.	100% of our service users feel safe here. All staff are aware of our safeguarding procedures and know their responsibilities to escalate any concerns they have. The Service Users, relatives and their friends are aware of the complaints process and are confident to raise any concerns if they have any.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	As part of our care plan and annual reviews we encourage service users to let us know what is important to them, and we support them to achieve their goals. We ensure that they can access health services. The environment is very warm and welcoming - the garden area provides opportunities to participate in gardening as many of the service users enjoy this.

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
	<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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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?	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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
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.	07.30-14.30 - 1 1430-21.30 - 1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	29
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	26
Safeguarding	26
Medicine management	26

Dementia	0
Positive Behaviour Management	10
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	12
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07.30-14.30-4 1430-2130 - 3 2130 - 0730 -2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	8
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5

Manual Handling	16
Safeguarding	16
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.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	17
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	7
Safeguarding	7
Medicine management	2

Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	5
Medicine management	3
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Plas Cae Crwn
Telephone Number	01686625734
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 required at this time

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum weekly fee payable during the last financial year?	1000
The maximum weekly fee payable during the last financial year?	1050

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?	We hold regular resident and relative meetings, the Manager has a open door policy, we operate bi annual surveys and our Head Office are also contactable.

Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Top unit Double patio doors leading out to a covered area with garden seating for the residents to access, a grassed garden are where the residents are able to access for a walk around Bottom unit Patio door leading out on to a secured grass area with garden seating for residents Middle unit Court yard garden with a seating area
Provide details of any other facilities to which the residents have access	We are close to the local shops, library and amenities and we are also close to good transport links. Rooms to the back of the building boast lovely views of the garden.

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>Monthly residents/relative meetings held and minutes recorded a you said we did board for residents to see any actions identified at meetings are being actioned, 6 monthly surveys conducted by Shaw. Care and support needs are written in support plans, updated when identified that needs change.</p> <p>The team at Plas Cae Crwn have been working hard since the previous inspection (under Shaw healthcare Group Limited) to ameliorate areas identified that resulted in a Priority Action Notice.</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>91.3 % recorded on last survey completed Autumn 22. The team at Plas Cae Crwn have been working hard since the previous inspection (under Shaw healthcare Group Limited) to ameliorate areas identified that resulted in a Priority Action Notice. The care plan system is still being embedded however the feedback on the new system has been positive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents have shared no concerns when visiting the service as part of a RI visit or during a Compliance Audit. The staff are aware of the Safeguarding processes and the Manager submits appropriate referrals when an incident takes place and follows the internal and external procedures.</p> <p>The team at Plas Cae Crwn have been working hard since the previous inspection (under Shaw healthcare Group Limited) to ameliorate areas identified that resulted in a Priority Action Notice.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Access to garden area for residents, weekly trips out with activity champions to access the local community, knit and natter, frequent games of bingo as requested by the residents, regular family contact/visits are just some of the activities and goings on at Plas. Care is planned to support personal outcomes.</p> <p>The team at Plas Cae Crwn have been working hard since the previous inspection (under Shaw healthcare Group Limited) to ameliorate areas identified that resulted in a Priority Action Notice.</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
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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

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	12
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	10
Safeguarding	8
Medicine management	7
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00/15:00 - 1 15:00 /22:00 - 1 22:00/08:00 - 1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7

No. of staff working towards the required/recommended qualification	5
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	38
No. of posts vacant	4
<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	4
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	4
Manual Handling	27
Safeguarding	22
Medicine management	20
Dementia	0
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
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)	8
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	13
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.	08:00/15:00 - 6 15:00/22:00 - 5 22:00/08:00 - 3

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	17
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	6
Safeguarding	6
Medicine management	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
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	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)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	7

No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	8
Safeguarding	9
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
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	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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Prestemedde Care Home
Telephone Number	01544267538
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages spoken by current service users

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	571
The maximum weekly fee payable during the last financial year?	992

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?	We have twice yearly customer satisfaction surveys which residents, families and visiting professionals complete for us to establish their views on the quality of service delivered. Feedback from review meetings with both residents and their families. Resident meetings. The Manager has an open door policy where residents, families, friends can come to meet at any time.

Service Environment

How many bedrooms at the service are single rooms?	12
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?	2
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	Enclosed garden seated area off the garden room which residents and their families can sit and enjoy during the nicer weather.
Provide details of any other facilities to which the residents have access	There is seating for two in the front entrance hall if they wish a change of scenery or listen to some music.

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.	Residents are encouraged to speak up. We are a small home and work closely with our residents which gives ample opportunity to enable them to express what and how they wish to be cared for. Some prefer to speak in private on a one to one basis though some people feel it easier to discuss while in part of a group setting such as a residents meeting where everyone has an opportunity to express their opinions, likes and dislikes. We believe it is important to support residents to maintain their contact with family and friends and continue with any activities they enjoyed while at home while still recognising they may need to make some adjustments due to their current health.
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.	Regular reviews, access to outside professionals such as GP's D/N's, Mental Health team, Social Worker's, OT's, advocate if required. The staff team ensure they listen to what the resident needs and find ways of achieving it. The home has excellent relationships with the local community and local healthcare professionals.
The extent to which people feel safe and protected from abuse and neglect.	Having an open door policy enables people to come to the Manager at any time with their concerns. We have a whistle blowing policy where people feel able to voice any concerns without further repercussions. Staff have regular training to keep up to date with their professional knowledge which includes safeguarding- ensuring anything which can cause harm is stopped and reported through the proper procedures.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All residents are assessed prior to admission to ensure that all their needs can be met safely and we can provide the level of care which they require. This is in constant review as their needs can change at any time. The staff know the residents very well and this assists the care they can provide to the individual.

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)	3
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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>	
<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	1
Infection, prevention & control	0
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.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	14
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	1
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	10
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-20:00 - 1 20:00-8am - 1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	7
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	20
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	2
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	15
Safeguarding	15
Medicine management	11
Dementia	4
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	14
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)	0
No. of part-time staff (17-34 hours per week)	6
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.	8am-14:00 - 1 14:00-21:00 - 1 21:00-7am - 1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	8
Safeguarding	8
Medicine management	5
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
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	5
Safeguarding	5
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	5
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Shaw Support Services Ty Bryngolau
Telephone Number	01443692670
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA - No other languages required at this time

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	Bi annual satisfaction survey conducted in December and June Resident meeting are held monthly to capture tenants views.

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.	A holistic and detailed assessment is undertaken for all Service Users. This process identifies Service User's preferences; physical, psychological and social needs. A full risk assessment is undertaken to include all environmental considerations. The assessment process involves communication and consultation with Service Users, friends, relatives, healthcare professionals, cars and other stakeholders to produce a detailed support package. The interests and choices of the Service Users are paramount in this process.
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.	Our Outcomes based 'Person Centred' approach to support takes its focus on individual's preferences and active risk management. Individuals are supported to take a pro-active role in this process with the aim of providing a structured, stimulating and meaningful plan with careful consideration of each individual's strengths, interests, safety and needs.
The extent to which people feel safe and protected from abuse and neglect.	All Service provision is subject to methodical and continuous evaluation through day to day reporting, record keeping and regular reviews. The support plan is monitored on a regular basis by the key workers, discussed in the team and updated through support review meetings that will include Staff, Service Users and significant others (such as MDT's and care managers).

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	56
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	1
Safeguarding	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, MCA & DoLS, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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
Manual Handling	3
Safeguarding	6
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	43
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	7
Equality, Diversity & Human Rights	6
Manual Handling	14
Safeguarding	14
Dementia	18
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
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)	22
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	11

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.	Service Administrator – provides admin and clerical support to the service Domestic Assistant - provides cleaning and domestic support
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	The Grove
Telephone Number	01639842138
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum weekly fee payable during the last financial year?	886.00
The maximum weekly fee payable during the last financial year?	886.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident meetings Service user guides Reviews

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	5
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	Small private courtyard and large gardens
Provide details of any other facilities to which the residents have access	Hairdresser, Chiropodist

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.	There is a Residents meeting held once monthly for SU's to voice opinion plus an open-door policy which allows them and the staff to address any issues as they come up. They are encouraged to speak freely if they are not happy with any part of their care. The staff ensure the resident is promoted to make their own choices and make their voices heard in the most comfortable form for that individual.
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.	The staff team ensure SU's have regular medication reviews and any issues are dealt with in a prompt manner. SU's are encouraged to take part in games and quizzes along with personalised activities. This is tailored to the individual resident. They are also encouraged to maintain their mobility and are offered days out with support staff. The team have good relationships with the local healthcare professionals and know when to escalate for further support.
The extent to which people feel safe and protected from abuse and neglect.	On conducting surveys at the home, all SU's said they feel safe and protected from abuse and neglect. All staff employed at the home are checked thoroughly through the disclosures and barring service. All staff are trained to use all equipment relevant to care in the home and training is updated regularly. Staff are also aware of the Safeguarding policy and their responsibilities.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All residents are offered to view their room before admission. They are offered a choice of colour schemes for rooms and are encouraged to bring any personal effects and or furniture to personalise the rooms to suit their wants and needs. The environment is welcoming and homely.

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

Number of posts and staff turnover

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

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

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

Staff Qualifications

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

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
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	11
Safeguarding	12
Medicine management	12
Dementia	3
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:30 – 14:30 - 1 14:30 – 21:30 - 1 21:30 – 07:30 - 1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	7
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	29
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	11
Equality, Diversity & Human Rights	12
Infection, prevention & control	11
Manual Handling	27
Safeguarding	28
Medicine management	24
Dementia	2
Positive Behaviour Management	10
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
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)	5
No. of part-time staff (16 hours or under per week)	7
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:30 – 14:30 14:30 – 21:30 21:30 – 07:30
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	19
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	10
Safeguarding	10
Medicine management	2
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5

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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	8
Infection, prevention & control	6
Manual Handling	12
Safeguarding	12
Medicine management	2
Dementia	0
Positive Behaviour Management	5
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification	16
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	4
Safeguarding	4
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Trenewydd Residential Care Home
Telephone Number	01874622171
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 used at present and no needs identified

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	43
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Fees Charged

The minimum weekly fee payable during the last financial year?	571.33
The maximum weekly fee payable during the last financial year?	1050.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly resident/family meetings held. Service User Guides in all bedrooms. Manager's "open door" policy.

Service Environment

How many bedrooms at the service are single rooms?	35
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	5

How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large enclosed garden with raised flower beds and paved walkways.
Provide details of any other facilities to which the residents have access	Hairdresser Chiropodist

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 a number of forums to be able to formally provide feedback, these include quarterly resident meetings where residents provide us feedback in all aspects of living in the home. Twice yearly resident satisfaction surveys where residents provide feedback. Also quarterly care plan reviews where all care needs and preferences are discussed. Staff ensure they are providing person centered care on a daily basis which drives service users to make choices.
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.	The service completed quarterly care plan reviews where all care needs and preferences are discussed. Trenewydd has strong links with the community and they encourage family visits and communication. Engagement with the local primary school.
The extent to which people feel safe and protected from abuse and neglect.	We have twice yearly resident satisfaction surveys where residents provide feedback. We encourage residents to speak to T/Leaders, Deputy and Manager regarding any issues they have whilst living in the home. We also have a keyworker system in place where residents build a unique relationship with staff members. Staff are aware and receive annual safeguarding training. Service Users and their representatives are aware and confident of the process to report any concerns they may have.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service completes quarterly care plan reviews where all care needs and preferences are discussed. Family members are also involved in this process to ensure personal outcomes are achieved. The staff embed the service users outcomes into their care plans. The environment is very homely and welcoming which supports service users wellbeing, there are varied activities of which Bingo is a favourite! The staff and activities co-ordinator know the service users very well and therefore can personalise care inline with the individuals outcomes.

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) 36

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

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

Does your service structure include roles of this type?	No
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Senior 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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	7
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
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	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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
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.	07.15-14.45 / 14.15-21.15 / 21.30-07.30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	23
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	5
Manual Handling	22
Safeguarding	21
Medicine management	14

Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	21
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	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	7
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.	07.15-14.45 14.15-21.15 21.30-07.30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	8
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	3

Manual Handling	8
Safeguarding	8
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	7
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	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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	9
Safeguarding	9
Medicine management	1
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Person Centred Care, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	9
Staff Qualifications	
No. of staff who have the required qualification	19
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
Filled and vacant posts	
No. of staff in post	5
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	4
Safeguarding	5
Medicine management	4
Dementia	0
Positive Behaviour Management	1

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed 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)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Wylesfield Residential Care Home
Telephone Number	01597822251
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	571
The maximum weekly fee payable during the last financial year?	1121

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly residents meeting Twice yearly surveys

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Two gardens, one at the rear and a decking area at the front, we also have a decking area outside the conservatory on the first floor.
Provide details of any other facilities to which the residents have access	Wylesfield has a hairdressing room, and a chiropodist comes every 6 weeks, all residents have assessed to these services if they request.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service holds Regular relatives/Resident meetings and ensure that staff are always available and accessible. There are several mechanisms to be able to feed back praise, concerns or wishes and this is completed in the most appropriate format for the service user - this could be a conversation, a survey, a complaint or compliment.</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>Wylesfield understands the importance to make sure that all services pull together to maintain wellbeing, to maintain independents were possible and so they ensure they continue to build and preserve positive relationships with local healthcare professionals. Service Users feel they are well cared for often provide positive feedback during RI visits and Compliance visits.</p>

The extent to which people feel safe and protected from abuse and neglect.	The service provides a Safe, secure & friendly environment. Services understand that staff are suitably qualified and appropriately DBS and referenced checked. Staff complete annual safeguarding training and are aware of the internal and external procedures and the responsibilities that they hold. Service Users and their representatives are fully aware of the complaints procedure and feel confident to use it if they felt they needed to.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service ensures the environment is calm, welcoming and comforting. Time is taken when staff are planning care for individuals to ensure their outcomes can be achieved whilst meeting needs correctly & safely. Service Users are encouraged to personalise their rooms and bring in items to decorate or be around familiar objects.

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)	4

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
Safeguarding	1	
Medicine management	1	
Dementia	0	

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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	0
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?	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	6
Safeguarding	4
Medicine management	7
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	4
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	AM SHIFT 07.45...15.15 - 1 PM SHIFT 14.45...22.15 - 1 NIGHT SHIFT 22.00...08.00 - 1
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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	7
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	22
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	8
Infection, prevention & control	6
Manual Handling	14
Safeguarding	14
Medicine management	15
Dementia	0
Positive Behaviour Management	8
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	12
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.	AM SHIFT 07.45...15.15 PM SHIFT 14.45...22.15 NIGHT SHIFT 22.00...08.00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	9
Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	6
Infection, prevention & control	2
Manual Handling	5
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, First Aid, BLS

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts

No. of staff in post	13
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	6
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	Service Administrator – provides admin and clerical support to the service Activity Champion - provides support to Service Users and organizes meaningful activities to participate in Maintenance Operative - provides maintenance support to the service, conducts health and safety checks including fire checks etc.
<p>Filled and vacant posts</p>	
No. of staff in post	3

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection, Professional boundaries, COSHH, Dignity, DSE, Fire Awareness, Fluids and Nutrition, MCA & DoLS, Oral Health, Person Centred Care, falls awareness, First Aid, BLS
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0