

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: The Cedars Care Services Ltd

The provider was registered on: 09/01/2019

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

The regulated services delivered by this provider were:

The Ivy	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/02/2023
Responsible Individual(s)	Jillian Osborne
Manager(s)	Jarryd Brewer Magrin
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

The Cedars Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Lynda Lawrence
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Sycamore House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Lynda Lawrence
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ashgrove	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Michael Osborne
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Oaklands	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Michael Osborne
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
The Willows	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Jarryd Brewer Magrin
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
The Hollies	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Jillian Osborne
Manager(s)	Viktoria Allen-Davis
Maximum number of places	7
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	All homes have a staff training matrix which covers all mandatory training plus individual training needs for that home. The managers plan the matrix over a three year period to ensure all training and refreshers are completed. All managers complete the train the trainer certificate to complete manual handling training in house. Outside training is completed with various companies such as FAST. Online training was introduced during Covid and we have continued using this.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are usually recruited by word of mouth. We introduced a Refer a friend scheme last year and this has proved popular. Adverts are placed on INDEED if necessary. We pay staff over the minimum wage to show they are valued. All employees complete an application form, an interview and require 2 references to commence employment. They complete an induction program, each person will have a mentor who is an experienced staff member. The induction is linked to the SCW criteria and leads into QCF 2.

Service Profile

Service Details

Name of Service	Ashgrove
Telephone Number	01446400491

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We acknowledge the Welsh Active offer and will adhere to this where needed. At present no service users are Welsh speakers

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2792.50
The maximum weekly fee payable during the last financial year?	2848.61

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended)</p> <p>Managers have an open-door policy for any queries or discussions.</p> <p>Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately.</p> <p>Statutory reviews are held annually with commissioners</p>

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The rear of the property is private. A ramp is in situ to allow wheelchairs access to the full garden. A patio with a seating area is central to the garden with raised flower beds to the side.</p> <p>Staff assist residents to plant seasonal flowers and a small poly tunnel has been installed for seasonal vegetables.</p> <p>The car parking area is to the side of the property allowing safe and easy access for wheelchairs to enter and leave vehicles</p> <p>The front is laid to grass with a wheelchair accessible path to the front door</p> <p>The garden is shared with Oaklands next door</p>
Provide details of any other facilities to which the residents have access	All other facilities for example Sensory rooms are accessed off site

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	picture board and visual choices

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>Staff offer choices to the residents, where possible, on a daily basis eg meals, how they want their care, daily activities. Where possible the residents are invited to attend their care plan reviews to discuss their future outcomes. If this is not possible, families will advocate for the individual. Advocacy services are also used if there is no family available. Questionnaires are sent to all involved in the residents care every 6 months this includes family, carers, health professionals, Local authorities and day services (where attended) Keyworkers meet every 2 months with families to discuss any issues or ideas. Managers have an open door policy to discuss any needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, activity holidays and skiing. Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM. Each resident has individual care plan and risk assessments to ensure their care is person centred Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes. Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales. Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest. Advocacy services will be used where needed to support a resident.</p>

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

A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual need. Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded. All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home. Families and friends are encouraged to visit and input into the lives of the individuals.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11.50

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	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
Dementia	0	
Positive Behaviour Management	0	

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding level 2, Health and safety level 3, Food Hygiene Level 3, Fire level 3, Effective supervision, Record keeping, Mental capacity and DOLS, Coshh, Epilepsy, PEG, Pressure sore and skin viability, Catheter care, Autism Completed QCF Level 4 started QCF Level 5
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
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?	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	1
Manual Handling	0
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.	mental capacity and DOLS, Person centred care, Record keeping, Fire, Coshh, Epilepsy, Oral care and Dysphagia, Autism, Catheter care, Pressure sore and skin viability.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care 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	1
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	8
Safeguarding	11
Medicine management	11

Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG X3, Epilepsy x 11, Fire x 11, Coshh x 9, Fire x 5, Oral care and Dysphagia x 8, Mental capacity and DOLS X 11, Person centred care x 8, Record keeping x 9, Autism x 8, Catheter care x 7, Pressure sore and skin viability x 9
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
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.	Staff work 1:1 with residents, 2:1 where required. Shift patterns follow 12 - 13hrs, allowing for half hour handover morning and evening. Start/finish times will vary depending on the needs/activities for each day
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	2
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No

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

Service Profile

Service Details

Name of Service	Oaklands
Telephone Number	01446402926
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We acknowledge the welsh language Active Offer, currently no residents are welsh speakers

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2775.85
The maximum weekly fee payable during the last financial year?	2881.84

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?	As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended) Managers have an open-door policy for any queries or discussions. Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately. Statutory reviews are held annually with commissioners

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Oaklands share the garden with Ashgrove House as they are next door. The rear of the property is private. A ramp is in situ to allow wheel chairs access to the full garden. A patio with a seating area is central to the garden with raised flower beds to the side. Staff assist residents to plant seasonal flowers and a small poly tunnel has been installed for seasonal vegetables. the car parking area is to the side of the property allowing safe and easy access for wheelchairs to enter and leave vehicles The front is laid to grass with a wheelchair accessible path to the front door
Provide details of any other facilities to which the residents have access	Other facilities such as sensory rooms etc are accessed off site

Communicating with people who use the service

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

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>Staff offer choices to the residents, where possible, on a daily basis eg meals, how they want their care, daily activities. Where possible the residents are invited to attend their care plan reviews to discuss their future outcomes.</p> <p>If this is not possible, families will advocate for the individual. Advocacy services are also used if there is no family available. Questionnaires are sent to all involved in the residents care every 6 months this includes family, carers, health professionals, Local authorities and day services (where attended)</p> <p>Keyworkers meet every 2 months with families to discuss any issues or ideas.</p> <p>Managers have an open door policy to discuss any needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, activity holidays and skiing.</p> <p>Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM.</p> <p>Each resident has individual care plan and risk assessments to ensure their care is person centred</p> <p>Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes.</p> <p>Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales.</p> <p>Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest.</p> <p>Advocacy services will be used where needed to support a resident.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual need.</p> <p>Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded</p> <p>All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home</p> <p>Families and friends are encouraged to visit and input into the lives of the individuals</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)	11.50
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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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding level 2, Health and safety level 3, Food Hygiene Level 3, Fire level 3, Effective supervision, Record keeping, Mental capacity and DOLS, Coshh, Epilepsy, PEG, Pressure sore and skin viability, Catheter care, Autism Completed QCF Level 4 started QCF Level 51

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

Deputy service manager

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Osteoporosis, pressure sore and skin viability, Autism, Record Keeping, Person centred care, Mental capacity and DOLS, Oral care and dysphagia, Epilepsy, Fire, Coshh, Fire, PEG
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care 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	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	1
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	8
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oestoporosis x9, Pressure sore and skin viability x8 , Autism x 7, Record keeping x 8, Person centred care x 6, mental capacity and DOLS x 10, Oral care and dysphagia x 9, Communication x1, Epilepsy x 10, Fire x 7, COSHH x9, PEG x 10
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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.	Staff work 1:1 with the residents and 2:1 where required for personal care etc staff work 12-13 hrs to allow for half hour handover morning and evening. Start and finish times will vary to meet the needs of the individual residents and activities for that day.
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	2
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Sycamore House
Telephone Number	01446733205
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	we acknowledge the Welsh active offer, however at present no residents are welsh speaking.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2479.96
The maximum weekly fee payable during the last financial year?	2850.00

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?	As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended) Managers have an open-door policy for any queries or discussions. Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately. Statutory reviews are held annually with commissioners

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The front area is laid to lawn with a wheelchair accessible path around the building. There is a car parking area to the side of the property allowing safe access for residents to enter and leave the vehicles. The rear garden island to patio with a shaded seated area. Bedroom 4 has a private garden to the side of the property
Provide details of any other facilities to which the residents have access	Other facilities such as Sensory rooms etc are accessible off site

Communicating with people who use the service

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

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>Staff offer choices to the residents, where possible, on a daily basis eg meals, how they want their care, daily activities. Where possible the residents are invited to attend their care plan reviews to discuss their future outcomes. If this is not possible, families will advocate for the individual. Advocacy services are also used if there is no family available. Questionnaires are sent to all involved in the residents care every 6 months this includes family, carers, health professionals, Local authorities and day services (where attended) Keyworkers meet every 2 months with families to discuss any issues or ideas. Managers have an open door policy to discuss any needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Ambito, Palmerstone computers, Touch Trust, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, and activity holidays. Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM. Each resident has individual care plan and risk assessments to ensure their care is person centred. Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes. Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales. Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest. Advocacy services will be used where needed to support a resident.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual need. Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded. All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home. Families and friends are encouraged to visit and input into the lives of the individuals.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9.80
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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.	PEG, Epilepsy, Autism, End of life, Diabetes
	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)	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
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	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.	PEG, Epilepsy
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?	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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	Epilepsy, Autism, Nutrition and Hydration, Mental capacity and DOLS, Record Keeping, COSHH, Oral 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
<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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care 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	11
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	8
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	2
Safeguarding	1
Medicine management	5
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG X1, Epilepsy x2, Autism x3, End of Life x1, Fire x3, First aid x3, Nutrition and Hydration x3, Mental capacity and DOLS X1, Person centred care x1, Record keeping x1, Assisted eating and drinking x3, G DPR X1, COSSH x5, Oral care x4, Catheter care x1

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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.	Staff work 1:1 with residents and 2:1 where required for personal care etc Staff work 12-13 hr shifts allowing half hour handover morning and evening. Start and finishing times vary to meet the needs of the residents and activities for that day
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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	6
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No. of staff working towards the required/recommended qualification	4
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	The Cedars Care Home
Telephone Number	01446747602
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We acknowledge the Welsh language offer, none of the current residents speak welsh.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2137.39
The maximum weekly fee payable during the last financial year?	2890.00

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?	As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended) Managers have an open-door policy for any queries or discussions. Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately. Statutory reviews are held annually with commissioners

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The front of the property provides a safe car park area for residents to enter and leave their vehicles safely The rear is enclosed with a large decked area with a shaded seating area, leading to a patio with raised flower beds. All areas of the garden are wheelchair accessible and gated for security
Provide details of any other facilities to which the residents have access	All other facilities such as sensory rooms are accessed off site

Communicating with people who use the service

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

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>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, activity holidays and skiing.</p> <p>Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Ambito, Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, and weekends a way to see a show.</p> <p>Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM.</p> <p>Each resident has individual care plan and risk assessments to ensure their care is person centred</p> <p>Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes.</p> <p>Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales.</p> <p>Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest.</p> <p>Advocacy services will be used where needed to support a resident.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual need.</p> <p>Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded</p> <p>All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home</p> <p>Families and friends are encouraged to visit and input into the lives of the individuals</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)	14
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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.	PEG, Epilepsy, Autism, End of life, Diabetes
	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)	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
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	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.	PEG, Epilepsy
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)	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?	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	11
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	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG x 10, Epilepsy x 6, End of life x 1, Diabetes x1, First aid x2, Nutrition and Hydration x1, mental capacity and DOLS x1, Person centred care x1, Record keeping x1, Assisted eating and drinking x1, PBM X 1, GDPR X1
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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.

Staff work 1:1 with residents
Staff work 12 - 13 hr shifts allowing for half hour hand over morning and evening
Start and finishing times vary to suit the individual needs of the residents and activities for that day

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

2

Registered nurses

Does your service structure include roles of this type?

No

Senior social care workers providing direct care

Does your service structure include roles of this type?

No

Other social care workers providing direct care

Does your service structure include roles of this type?

No

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

Name of Service	The Hollies
Telephone Number	01446402514
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We acknowledge the Welsh Active offer however no residents currently use the welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	2256.88
The maximum weekly fee payable during the last financial year?	2850.00

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?	As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended) Managers have an open-door policy for any queries or discussions. Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately. Statutory reviews are held annually with commissioners

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The front of the property provides off road parking for residents vehicles. There is ramped access to the front door. The side of the property is a driveway leading to rear parking, a patio and lawned areas. There is a ramp to the patio area for wheelchair access
Provide details of any other facilities to which the residents have access	The Hollies has a small kitchen/utility area that residents can be supported to learn and maintain life skills such as washing, using washing machine, making a simple meal Other facilities are accessed offsite eg sensory room etc

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference

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>Staff offer choices to the residents, where possible, on a daily basis eg meals, how they want their care, daily activities. Where possible the residents are invited to attend their care plan reviews to discuss their future outcomes. If this is not possible, families will advocate for the individual. Advocacy services are also used if there is no family available. Questionnaires are sent to all involved in the residents care every 6 months this includes family, carers, health professionals, Local authorities and day services (where attended) Keyworkers meet every 2 months with families to discuss any issues or ideas. Managers have an open door policy to discuss any needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, activity holidays. Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management, Acquired brain injury.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM. Each resident has individual care plan and risk assessments to ensure their care is person centred Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes. Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales. Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest. Advocacy services will be used where needed to support a resident.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual need. Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home Families and friends are encouraged to visit and input into the lives of the individuals</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)	15.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Hygiene level 3, Epilepsy, Record keeping, C atheter care, Pressure sore and skin viability, Acqui red brain injury, MS,	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	Epilepsy, First aid, Oral care, Record keeping, Cat heter care, Pressure sore and skin viability,

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 to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care 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	21
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	5
Safeguarding	2
Medicine management	13
Dementia	0
Positive Behaviour Management	3
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy x13, mental capacity and DOLS x6, Record keeping x15, Assisted eating and drinking x2, Autism x1, Catheter care x15, Pressure sore and skin viability x14, End of life x14, Mental Health x2, Fire x2, COSHH x8, First aid x7, Nutrition and Hydration x12
Contractual Arrangements	
No. of permanent staff	20
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	5
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.	staff work 12 - 13 hr shifts 1:1 with residents, allowing for half hour hand over morning and evening. Start and finish of Shift times vary depending on the needs of the individuals and activities for the day. There are 2 waking night staff on each night
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	5
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

The Ivy

Telephone Number	01446 624450
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We acknowledge the Welsh Active offer, however non of the residents are welsh speaking at present

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2850.00
The maximum weekly fee payable during the last financial year?	3233.00

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?	As the residents are unable to voice their opinion of the service, Questionnaires are sent out 6 monthly to all parties involved with the individual, this includes families, carers, health professionals, day services (if attended) Managers have an open-door policy for any queries or discussions. Key workers have 2 monthly meetings with families to ensure they feel happy with the service provided, any issues can be raised and dealt with immediately. Statutory reviews are held annually with commissioners

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The front garden is laid to lawn, there is a wheelchair accessible path around the property and a ramp to the rear garden and car parking area to the side. The car park is wheelchair accessible and provides a safe level area for individuals to enter and leave vehicles. There is a patio area to the rear with the rest laid to lawn
Provide details of any other facilities to which the residents have access	Other facilities such as sensory rooms etc are accessed off site

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, visual choices

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>Staff offer choices to the residents, where possible, on a daily basis eg meals, how they want their care, daily activities. Where possible the residents are invited to attend their care plan reviews to discuss their future outcomes. If this is not possible, families will advocate for the individual. Advocacy services are also used if there is no family available. Questionnaires are sent to all involved in the residents care every 6 months this includes family, carers, health professionals, Local authorities and day services (where attended) Keyworkers meet every 2 months with families to discuss any issues or ideas. Managers have an open door policy to discuss any needs.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All health needs are overseen by the house manager and staff team. Where possible residents are encouraged to plan their own health appointments. Annual health checks are undertaken and complex health clinics attended where appropriate. All residents are registered with a local GP and we refer to the health professionals for SALT, Physio and OT support. Social wellbeing is met by accessing suitable activities these include, cycling, sailing, sensory room, music therapy and outings to suitable places such as the cinema, restaurants and local groups. Learning opportunities include Palmerstone computers, woodwork, gardening etc. Holidays are arranged for all residents to suit their abilities, these include Butlins, Bluestone, and activity holidays. Staff attend training specific to the needs of the residents, this may include epilepsy, PEG, nutrition and hydration, dysphagia and postural management.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect come in various forms, all staff are trained to recognise the different signs of abuse. Our policies underpin our philosophy of a safe and caring home for life. Staff attend training in safeguarding of vulnerable adults, whistle blowing, mental capacity and DOLS. Manual handling and where needed PBM. Each resident has individual care plan and risk assessments to ensure their care is person centred Residents without capacity are subject to a DOL's which is reviewed annually or when there are any changes. Staff must have an enhanced DBS AND 2 references prior to starting, they complete shadow shifts with a mentor and an induction program that links to Social Care Wales. Best interest MDT meetings are held to ensure any changes in a persons care are in their best interest. Advocacy services will be used where needed to support a resident.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A group living aspect means referrals can be selected to ensure compatibility for the residents. The home is accessible to all disabilities. Equipment is provided specific to individual needs. Individual care plans outline personal outcomes for all individuals. Keyworkers support individuals to achieve their outcomes whether this is to complete daily living tasks to promote their independence or attending a group to be part of their community. The care plans are reviewed every three months or as required, with goals set and outcomes recorded All bedrooms are personalised for the individual, who are encouraged to choose their decor to make them feel at home Families and friends are encouraged to visit and input into the lives of the individuals</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)	10.90
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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.	Oral care, Record keeping, Autism, Catheter care, Pressure sore and Skin viability, End of Life
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
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	Fire, Coshh, Oral care and Dysphagia, Mental capacity and DOLS, Record keeping, Autism, Catheter 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	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?	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	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	8
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	8
Safeguarding	5
Medicine management	6
Dementia	0

Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG X6, Epilepsy x7, First Aid x6, Fire x9, Mental capacity and DOLS X5, Record Keeping x 6, Confidentiality x6
Contractual Arrangements	
No. of permanent staff	10
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)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff work 12-13 hour shifts, 1:1 with the residents. The start end finishing times vary to meet the needs of the individuals and activities that day. There is allowance for a half hour hand over period morning and evening
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	

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

Service Details

Name of Service	The Willows
Telephone Number	01446401073
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We promote the welsh active offer. Although it is not widely used within the home due to the nature of the residents disabilities, we would ensure any resident that required their care with use of the welsh language had this opportunity.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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Fees Charged

The minimum weekly fee payable during the last financial year?	2731.12
The maximum weekly fee payable during the last financial year?	2731.12

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?	Staff advocate for the residents on a daily basis. If there was an issue we were not able to deal with a referral would be made to an advocacy service to support that person. Questionnaires are sent to families, and professionals every 6 months. A compliments/complaints book is available at the home for visitors to leave comments that will help us improve the service.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The home has a large rear garden which overlooks the Vale of Glamorgan, this is fully accessible to wheelchairs. There is a green house and raised beds for people to be supported to grow seasonal vegetables. There is a Large grassed area and patio area to the rear of the property. The front is utilised for car parking providing a safe accessible area for residents to get in and out of vehicles
Provide details of any other facilities to which the residents have access	Residents have 1:1 staffing which allows them support to complete daily living tasks such as cooking, washing etc. There is an adapted wet room suitable for all needs and specialist shower chairs where needed. Bedrooms are neutral at The Willows as it is a respite home and usually individuals will only stay up to a week. The lounge and dining rooms are spacious and can accommodate 3 wheelchairs users

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Tellus machine. IPAD with specific programmes

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.	Due to the nature of the residents disabilities we use a multi disciplinary approach to ensure their care and support is person centred. We liaise closely with families, health professionals, advocates and the local authority when completing the care plan. As the home offers a respite service we look at Opportunities to provide meaningful activities during their stay eg cycling, swimming, cinema, meals out. where the individual is unable to tell us how they feel, staff will monitor their reaction and assess each activity on an individual basis. Questionnaires are sent 6 monthly to staff, families, healthcare professionals and case managers to assess the service we provide to each individual. Feedback from these is shared with staff and used to improve the service provided. individual service plans are reviewed prior to each stay to ensure all information is correct. Key staff liaise with families bi monthly to
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.	As a respite home we are not required to oversee the individual health needs. However we will attend GP / hospital appointments if the individual has an appointment when they are staying with us. We attend reviews when needed and action any outcomes from MDT's. We have often taken individuals who use our service to appointments when they are not staying with us to provide a familiar face and continuity as someone that understands the individual. We ensure all medication needs are met during their stay and will liaise with GP'S and health as required. If an individual would benefit from attending their current day service whilst at respite we will facilitate this to maintain their development and wellbeing.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff are required to read and sign the policies relating to safeguarding, whistleblowing, abuse and neglect on commencing employment. Staff complete training in Safeguarding of vulnerable adults, mental capacity and DOLS, Consent, Managing challenging behaviour and continence care. All staff are aware of how to report any issues of abuse or neglect. When individuals attend and leave respite, a full body chart is completed to ensure there are no areas that require attention eg red marks, bruising. All medication is signed in and out of the home at each visit. An inventory of each individuals property is made on arrival to ensure all their belongings are returned home with them. All monies are signed in and out and recorded on a petty cash sheet with 2 staff signatures.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals do not reside at The Willows permanently as it is a respite home. Staff at the Willows support all individuals to have a meaningful stay at respite that will boost their wellbeing and assist them in achieving personal goals</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>
	<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>0</p>
	<p>Health & Safety</p>	<p>1</p>
	<p>Equality, Diversity & Human Rights</p>	<p>1</p>
	<p>Infection, prevention & control</p>	<p>1</p>
	<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>1</p>	

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.	Managers complete the food hygiene level 3 UTI, Resilience training, PEG, Oral care and Dysphagia, Record keeping, Autism, Catheter care, Pressure sore, End of Life, Neuro and MS, Pain management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	EFAW, PEG, Fire, Coshh, Nutrition and Hydration, Oral care and Dysphagia, Record keeping, Neuro and MS, Catheter care, Pressure sore and skin viability, Infection control, Health and Safety, QCF 4.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care 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	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10

Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	EFAW, PEG, Epilepsy Fire, Coshh, Nutrition and Hydration, Oral care, Mental capacity and DOLS, Record keeping, Communication, Autism, Catheter care, Pressure sore and skin viability
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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.	Staff work 1:1 with the residents. Each staff member works a 12 hour shift allowing half an hour for hand over,
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
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	

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