

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:	Unique Care Homes Ltd
The provider was registered on:	08/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Ty'r Bont	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/06/2020
Responsible Individual(s)	Helen Argyle
Manager(s)	Laura Hughes
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Ochr Y Marian	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/08/2022
Responsible Individual(s)	Helen Argyle
Manager(s)	
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Braich y Owm	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Responsible Individual(s)	Helen Argyle
Manager(s)	Amy Evans
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Oakcroft House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/10/2018
Responsible Individual(s)	Helen Argyle
Manager(s)	Laura Edwards
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Mayfield	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Responsible Individual(s)	Helen Argyle
Manager(s)	Daniel Purschke
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

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	Comprehensive Training Programme in place that is aligned to our therapeutic service model. Annual Training Plan in Place Mandatory online & face to face training, PRICE training DSO Safeguarding Training Children in Wales Specialist sector training Lucy Faithfull & Children Society Our Therapeutic Practice Model Training is Delivered by a lecturer on Therapeutic Childcare Degree at Glyndwr University Level 3 , 4 & 5 Diploma delivered by Coleg Cambria supported by our Operations Manager
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment Plan in place aligned to organisational development with opening of new home in September and increased capacity at existing home. Appointed HR Manager to support with recruitment and retention. Revised Employee Awards & Benefits, Salary increase for all staff Promotion of existing long standing staff Advertising campaign, social media & Sector recruitment agencies Refer a Friend for existing employees Pro active recruitment of Welsh Speaking Staff in line with Active Offer

#### Service Profile

##### Service Details

Name of Service	Braich y Cwm
Telephone Number	01824750139
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3545

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Individual Keyworker Sessions Children's Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Offices, Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual
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#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large Enclosed Garden and Patio area
Provide details of any other facilities to which the residents have access	Games Room Sensory Area

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The home is compliant with this domain.</p> <p>The CIW inspection undertaken on the 7th March 2023 confirms the findings of the Quality of Care Report, derived from the following sources: Children's feedback, Family and Social Work Feedback, Independent Visitor Report, Operations Manager Quality Assurance Audit, Tros Gynnal Advocacy Reports, Managers Monthly Audits and Responsible Individual Reports.</p> <p>It states "Children exercise choice and contribute to decision making about their care."</p> <p>"Children have the right care and support to achieve their well-being outcomes."</p> <p>Children's voices are heard through individual keyworker sessions, children's meetings, and questionnaires; they are also fully involved with their personal plans through the Star Outcome Process.</p> <p>The children are offered a range of activities and opportunities based on their individual needs and preferences.</p> <p>The children have the choice of receiving their care and support through the medium of Welsh as the home complies with the Active Offer.</p> <p>We can fully meet the needs of children whose first language is Welsh; we can provide a Welsh-speaking Keyworker and Care Team; family visits can be supported and supervised through the medium of Welsh; we deliver Welsh as part of the curriculum at our own Independent School Ysgol Y Rhos and the home is located within a catchment area for Welsh Language Primary and Secondary Schools.</p> <p>A child was recently supported by their Keyworker to fulfil their wish to visit grandparents in Poland.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The home is compliant with this domain.</p> <p>The children state they are happy at the home.</p> <p>The team supports the children to focus on their physical and emotional wellbeing and attend education.</p> <p>All children are registered with a GP, Dentist and Optician and are fully supported to attend appointments.</p> <p>Children are fully supported in relation to their emotional wellbeing; they have an allocated psychotherapist who provides direct individual therapy to the children each week and provides consultation, support and clinical supervision to the care staff.</p> <p>Care staff support the children to develop their self-regulation skills and alternative coping strategies by reflecting on incidents through the Life Space Interview Process.</p> <p>All the children are fully supported with their educational aspirations.</p> <p>One of the children attends a local primary school. One of the children attends a local secondary school. Two of the children attend local colleges following successful completion of their GCSE's back in July 2022.</p> <p>Attendance in Education is excellent. Further development.</p> <p>The children are offered the opportunity to attend a range of Adventurous Outdoor Activities both as part of the school curriculum and through the holidays.</p> <p>A wide range of activities and experiences are available to the children; they belong to clubs and teams within the community and have been away on holiday with the care staff and on overnight trips with school. The range of activities supports to develop their self-esteem, confidence and social interaction skills.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is compliant with this domain.</p> <p>The children resident state they feel safe and supported at the home; children and staff treat each other with respect and have positive relationships.</p> <p>The recent inspection report states "Children can be assured they are safe and protected from abuse, neglect and improper treatment."</p> <p>Care staff ensure that children's Safeguarding needs are respected.</p> <p>All team members have completed Safeguarding Training and work in partnerships with the host local authority and placing authority.</p> <p>The Care Manager has robust Safer Recruitment Processes in place and is fully involved in the selection and recruitment of staff for their home.</p>

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

The home is compliant with this domain. Braich y Cwm is in a rural area but easily accessible by car and public transport to Ruthin and Llangollen. The home is clean and tidy , with modern decor and furnishings .  
The home has a large open plan kitchen diner, a large lounge , games room and sensory area. The children all have individual bedrooms the decor is personal ised to meet their individual likes and needs. One bedroom has an ensuite there is also a large family bathro om.  
Outside there is a large garden with patio area, bbq are trampo line and games area.  
The home is well maintained with all health & safety checks com pleted within the required timescale.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12.05
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Care Manager is also a Qualified Trainer in Positive Behaviour Support PRICE Completed Designated Safeguarding Officer Training Children in Wales Attended Specialist Training Programme on Therapeutic Childcare & Attachment delivered by a Lecturer at Glyndwr University Life Story Work Child Exploitation Children's Society Specialist Training Programme Delivered by Lucy Faithfull Foundation Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism Therapeutic Communities & Glyndwr University Trauma Informed Conference
<b>Contractual Arrangements</b>	
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
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism  Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	



Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>2 on 4 off rota pattern including sleep in duties 11p m-7.30 am  Core Hours 173 per month include direct care supervision team meetings and training  1 Team Leader 3 Residential Child Care Worker per shift 4 children on 1:1 staffing ratio</p>

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Attended Specialist Training Programme on Therapeutic Childcare & Attachment delivered by a Lecturer at Glyndwr University Life Story Work Child Exploitation Children's Society Specialist Training Programme Delivered by Lucy Faithfull Foundation Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism
<b>Contractual Arrangements</b>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Full time staff work 173 hours a month based on 2 on 4 off rota 4 staff on duty caring for 4 children on 1:1 basis the team would consist of 3 RCW's supported by a Team Leader or Deputy Manager. Part time staff are contracted to work 86.5 hours per month on a 1 on 5 off . Core hours for full and part time staff include supervision training and team meetings</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	4
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Mayfield
Telephone Number	01490412239
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3545

#### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Individual Keyworker Sessions Children's Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Offices, Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual

#### 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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large enclosed garden at the rear of property and large patio BBQ area
Provide details of any other facilities to which the residents have access	Sensory Room

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The home is compliant with this domain.  The CIW inspection undertaken on the 8th September 2022 confirms the findings of the Quality of Care Report, derived from the following sources Children's feedback, Family and Social Work Feedback Independent Visitor Report, Operations Manager Quality Assurance Audit, Tros Gynnal Advocacy Reports, Managers Monthly Audits and Responsible Individual Reports  Children are confident to make their views known and share their feelings about things that are important to them  Children's voices are heard through individual keyworker sessions, children's meetings, and questionnaires, they are also fully involved with their personal plans through the Star Outcome Process.  The children are offered a range of activities and opportunities based on their individual needs and preferences.  The children have the choice of receiving their care and support through the medium of Welsh as the home complies with the Active Offer.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The CIW inspection report for the reporting period stated "Care Staff go the extra mile when supporting young people to help them reach their full potential and to better understand the world around them."  The children state they are happy at the home.  The team support the children to focus on their physical and emotional wellbeing and attend education.  All children are registered with a GP Dentists and Optician and are fully supported to attend appointments.  Children are fully supported in relation to their emotional wellbeing they have an allocated psychotherapist who provide direct individual therapy to the children each week and provide consultation, support and clinical supervision to the care staff.  Care staff support the children to develop their self-regulation skills and alternative coping strategies by reflecting on incidents through the Life Space Interview Process.  All the children are fully supported with their educational aspirations.  All of the children attend full-time education one of the children attends a local secondary school 3 of the children attend Ysgol Y Rhos our own Independent School.  Attendance in Education is excellent.  The children are offered the opportunity to attend a range of Adventurous Outdoor Activities both as part of the school curriculum and through the holidays.  A wide range of activities and experiences are available to the children they belong to clubs and teams within the community and have been away on holiday with the care staff and on overnight trips with school. The range of activities support to develop their self-esteem, confidence and social interaction skills.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Interactions between children and staff are positive and meaningful this supports the children to feel safe and secure. Young people are settled at the home.  Care staff ensure that children's Safeguarding needs are respected.  All team members have completed Safeguarding Training and work in partnerships with the host local authority and placing authority.  The Care Manager has robust Safer Recruitment Processes in place and is fully involved in the selection and recruitment of staff for their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is compliant with this domain.  Mayfield is in a small village in a rural area but easily accessible by car and public transport to Ruthin and Llangollen.  The home is clean and tidy, with modern decor and furnishings.  The home has a large open plan kitchen diner, 2 large lounges, a games room.  The children all have individual bedrooms the decor is personalised to meet their individual likes and needs.  One bedroom has an ensuite there is also a large family bathroom.  Outside there is a large garden with patio area, bbq area, trampoline and games area.  The home is well maintained with all health &amp; safety checks completed within the required timescale.  The home has a programme of refurbishment in place to maintain the upkeep of a large family home</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12.05
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Completed Designated Safeguarding Officer Training Children in Wales            Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University            Life Story Work            Child Exploitation Children's Society            Specialist Training Programme Delivered by Lucy Faithfull Foundation            Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism            Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University</p> <p>Life Story Work</p> <p>Child Exploitation Children's Society</p> <p>Specialist Training Programme Delivered by Lucy Faithfull Foundation</p> <p>Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism</p> <p>Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
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<b>Contractual Arrangements</b>
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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

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

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

<b>Other supervisory staff</b>
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Does your service structure include roles of this type?	No
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<b>Nursing care staff</b>
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Does your service structure include roles of this type?	No
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<b>Registered nurses</b>
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Does your service structure include roles of this type?	No
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<b>Senior social care workers providing direct care</b>
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Does your service structure include roles of this type?	Yes
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<b>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.</b>
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<b>Filled and vacant posts</b>
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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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University                      Life Story Work                      Child Exploitation Children's Society                      Specialist Training Programme Delivered by Lucy Faithfull Foundation                      Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism                      Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>

#### 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

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>2 on 4 off rota pattern including sleep in duties 11pm-7.30 am                      Core Hours 173 per month include direct care supervision team meetings and training                      1 Team Leader 3 Residential Child Care Worker per shift 4 children on 1:1 staffing ratio</p>
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism  Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 on 4 off rota pattern including sleep in duties 11p m-7.30 am Core Hours Full Time 173 per month Part Time 86.5 include direct care supervision team meetings and training 1 Team Leader or Deputy Manager & 3 Residential Child Care Worker per shift 4 children on 1:1 staffing ratio
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Oakcroft House
Telephone Number	01691772222
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3545

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?	Individual Keyworker Sessions Children's Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive Gardens and play area ,
Provide details of any other facilities to which the residents have access	Self Contained Annexe to prepare for Independent Living

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The home is compliant with this domain. as stated in the findings of the Quality of Care Report, derived from the following sources Children's feedback , Family and Social Work Feedback Independent Visitor Report, Operations Manager Quality Assurance Audit , Tros Gynnal Advocacy Reports , Managers Monthly Audits and Responsible Individual Reports Children are confident to make their views known and share their feelings about things that are important to them Children's voices are heard through individual keyworker sessions, children's meetings ,and questionnaires , they are also fully involved with their personal plans through the Star Outcome Process.</p> <p>The children are offered a range of activities and opportunities based on their individual needs and preferences.</p> <p>The children have the choice of receiving their care and support through the medium of Welsh as the home complies with the Active Offer.</p> <p>The homes supports one child by use of BSL</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>It is evident that the children are happy at the home.</p> <p>The team support the children to focus on their physical and emotional wellbeing and attend education.</p> <p>All children are registered with a GP Dentists and Optician and are fully supported to attend appointments.</p> <p>Children are fully supported in relation to their emotional wellbeing they have an allocated psychotherapists who provide direct individual therapy to the children each week and provide consultation , support and clinical supervision to the care staff.</p> <p>Care staff support the children to develop their self regulation skills and alternative coping strategies by reflecting on incidents through the Life Space Interview Process .</p> <p>All the children are fully supported with their educational aspirations.</p> <p>All of the children attend full time education some of the children attend local mainstream schools whilst some children attend Ysgol Y Rhos our own Independent School Ysgol Y Rhos. One of the children attends a local college Attendance in Education is excellent.</p> <p>The children are offered the opportunity to attend a range of Adventurous Outdoor Activities both as part of the school curriculum and through the holidays.</p> <p>A wide range of activities and experiences are available to the children they belong to clubs and teams within the community and have been away on holiday with the care staff and on overnight trips with school. The range of activities support to develop their self-esteem, confidence and social interaction skills.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Interactions between children and staff are positive and meaningful this supports the children to feel safe and secure . Young people are settled at the home.</p> <p>Care staff ensure that children's Safeguarding needs are respected.</p> <p>All team members have completed Safeguarding Training and work in partnerships with the host local authority and placing authority .</p> <p>The team are trained in Exploitation and work in partnership with the Onyx Team</p> <p>The Care Manager has robust Safer Recruitment Processes in place and is fully involved in the selection and recruitment of staff for their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is compliant with this domain.</p> <p>Oakcroft is in a large village that is easily accessible by car and public transport it has a local train station and is easily accessible to Wrexham and Llangollen</p> <p>The home is clean and tidy , with modern decor and furnishings .</p> <p>The home has a kitchen, dining room diner, 2 large lounges , and a self contained annexe</p> <p>The children all have individual bedrooms the decor is personalised to meet their individual likes and needs.</p> <p>Two bedrooms have an ensuite there is also a large family bathroom.</p> <p>Outside there is a large garden with patio area, bbq area trampoline and games area.</p> <p>The home is well maintained with all health &amp; safety checks completed within the required timescale.</p> <p>The home has a programme of refurbishment in place to maintain the upkeep of a large family home</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)	14.05
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Completed Designated Safeguarding Officer Training Children in Wales            Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University            Life Story Work            Child Exploitation Children's Society            Specialist Training Programme Delivered by Lucy Faithfull Foundation            Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism            Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	11
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Completed Designated Safeguarding Officer Training Children in Wales  PRICE Train The Trainer Lead Trainer for Organisation  Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism  Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
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**Contractual Arrangements**

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

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

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

**Staff Qualifications**

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

**Other supervisory staff**

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

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

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

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

**Filled and vacant posts**



No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University</p> <p>Life Story Work</p> <p>Child Exploitation Children's Society</p> <p>Specialist Training Programme Delivered by Lucy Faithfull Foundation</p> <p>Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism</p> <p>Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>2 on 4 off shift pattern working 173 hours per month including direct care training supervision and team meetings</p> <p>1 team leader or deputy per shift and 4 residential care worker all children on 1:1 staffing ratio</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism  Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 on 4 off 173 hours a month full time 86.5 hours a month part time 5 staff on shift per day including 1 Team Leader or Deputy Manager
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	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Ochr Y Marian
Telephone Number	01745 421546
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3545

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
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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?	Individual Keyworker Sessions Children's Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Offices, Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual

#### 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?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large Gardens with football pitch and trampoline BBQ and Patio Area
Provide details of any other facilities to which the residents have access	Sensory Room

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The home is compliant with this domain.  The findings of the Quality of Care Report, derived from the following sources: Children's feedback, Family and Social Work Feedback, Independent Visitor Report, Operations Manager Quality Assurance Audit, Tros Gynnal Advocacy Reports, Managers Monthly Audits and Responsible Individual Reports. Children are confident to make their views known and share their feelings about things that are important to them. Children's voices are heard through individual keyworker sessions, children's meetings, and questionnaires; they are also fully involved with their personal plans through the Star Outcome Process.  The children are offered a range of activities and opportunities based on their individual needs and preferences.  The children have the choice of receiving their care and support through the medium of Welsh as the home complies with the Active Offer.  The provider assessment was identified as an area for improvement during the recent CIW inspection.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children state they are happy at the home.  The team support the children to focus on their physical and emotional wellbeing and attend education.  All children are registered with a GP, Dentists and Optician and are fully supported to attend appointments.  Children are fully supported in relation to their emotional wellbeing; they have an allocated psychotherapist who provides direct individual therapy to the children each week and provides consultation, support and clinical supervision to the care staff.  Care staff support the children to develop their self-regulation skills and alternative coping strategies by reflecting on incidents through the Life Space Interview Process.  All the children are fully supported with their educational aspirations.  All of the children attend full-time education.  Attendance in Education is excellent.  The children are offered the opportunity to attend a range of Adventurous Outdoor Activities both as part of the school curriculum and through the holidays.  A wide range of activities and experiences are available to the children; they belong to clubs and teams within the community and have been away on holiday with the care staff and on overnight trips with school. The range of activities supports to develop their self-esteem, confidence and social interaction skills.  Reviewing of Personal Plans was identified as an area for improvement during the recent inspection.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Interactions between children and staff are positive and meaningful; this supports the children to feel safe and secure. Young people are settled at the home.  Care staff ensure that children's Safeguarding needs are respected.  All team members have completed Safeguarding Training and work in partnerships with the host local authority and placing authority.  The team are trained in Exploitation and work in partnership with the Onyx Team.  The Care Manager has robust Safer Recruitment Processes in place and is fully involved in the selection and recruitment of staff for their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is compliant with this domain.  Ochr Y Marian is in a rural area near Prestatyn.  The home is clean and tidy, with modern decor and furnishings.  The home has a large open-plan kitchen/diner, 2 large lounges, a dining room and sensory room.  The children all have individual bedrooms; the decor is personalised to meet their individual likes and needs.  All bedrooms have an ensuite; there is also a large family bathroom.  Outside there is a large garden with patio area, BBQ area, trampoline and games area.  Maintenance was identified as an area requiring improvement in the recent CIW inspection report and actions were taken to address the shortfalls during the course of the inspection.  The home is now well-maintained with all health &amp; safety checks completed within the required timescale.  The home has a programme of refurbishment in place to maintain the upkeep of a large family home.</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)	11.05
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Completed Designated Safeguarding Officer Training Children in Wales            Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University            Life Story Work            Child Exploitation Children's Society            Specialist Training Programme Delivered by Lucy Faithfull Foundation            Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism            Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Completed Designated Safeguarding Officer Training Children in Wales Attended Specialist Training Programme on Therapeutic Childcare & Attachment delivered by a Lecturer at Glyndwr University Life Story Work Child Exploitation Children's Society Specialist Training Programme Delivered by Lucy Faithfull Foundation Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism Therapeutic Communities & Glyndwr University Trauma Informed Conference
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University</p> <p>Life Story Work</p> <p>Child Exploitation Children's Society</p> <p>Specialist Training Programme Delivered by Lucy Faithfull Foundation</p> <p>Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism</p> <p>Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>

#### 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

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 on 4 off plus sleep ins working 173 hours a month including direct care training team meetings and supervision 1 team leader & 3 RCW per shift children all on 1:1 staffing ratio
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University  Life Story Work  Child Exploitation Children's Society  Specialist Training Programme Delivered by Lucy Faithfull Foundation  Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism  Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 on 4 off for full time staff working 173 hours a month plus sleep in .Core hours include direct care training team meetings and supervision

### 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	5

#### Domestic staff

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

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

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

### Service Details

Name of Service	Ty'r Bont
Telephone Number	01824710333
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3545

### 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?	Individual Keyworker Sessions Children's Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large Secure Gardens and Play Area Patio Area
Provide details of any other facilities to which the residents have access	Games Area

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The home is compliant with this domain.</p> <p>The findings of the Quality of Care Report is derived from the following sources Children's feedback , Family and Social Work Feedback Independent Visitor Report, Operations Manager Quality Assurance Audit , Tros Gynnal Advocacy Reports , Managers Monthly Audits and Responsible Individual Reports</p> <p>Children are confident to make their views known and share their feelings about things that are important to them</p> <p>Children's voices are heard through individual keyworker sessions, children's meetings ,and questionnaires , they are also fully involved with their personal plans through the Star Outcome Process.</p> <p>The children are offered a range of activities and opportunities based on their individual needs and preferences.</p> <p>The children have the choice of receiving their care and support through the medium of Welsh as the home complies with the Active Offer.</p> <p>Personal Plans and Provider Assessments are areas that have been identified that require development and improvements</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children state they are happy at the home.  The team support the children to focus on their physical and emotional wellbeing and attend education.  All children are registered with a GP Dentists and Optician and are fully supported to attend appointments.  Children are fully supported in relation to their emotional well being they have an allocated psychotherapists who provide direct individual therapy to the children each week and provide consultation , support and clinical supervision to the care staff.  Care staff support the children to develop their self regulation skills and alternative coping strategies by reflecting on incidents through the Life Space Interview Process .  All the children are fully supported with their educational aspirations.  All of the children attend full time education at Ysgol Y Rhos our own Independent School .  Attendance in Education is excellent.  The children are offered the opportunity to attend a range of Adventurous Outdoor Activities both as part of the school curriculum and through the holidays.  A wide range of activities and experiences are available to the children they belong to clubs and teams within the community and have been away on holiday with the care staff and on overnight trips with school. The range of activities support to develop their self-esteem, confidence and social interaction skills.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Interactions between children and staff are positive and meaningful this supports the children to feel safe and secure . Young people are settled at the home.  Care staff ensure that children's Safeguarding needs are respected.  All team members have completed Safeguarding Training and work in partnerships with the host local authority and placing authority .  The team are trained in Exploitation and work in partnership with the Onyx Team  The Care Manager has robust Safer Recruitment Processes in place and is fully involved in the selection and recruitment of staff for their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is compliant with this domain.  Ty Bont is in a small village in a rural area but easily accessible by car and public transport to Ruthin and Llangollen.  The home is clean and tidy , with modern decor and furnishings .  The home has a large open plan kitchen diner, 2 large lounges , and a games room .  The children all have individual bedrooms the decor is personalised to meet their individual likes and needs.  Three bedrooms have an ensuite there is also a large family bathroom.  Outside there is a large garden with patio area, bbq area tramp line and games area.  The home required new furnishings and maintenance as identified during the recent CIW Inspection  The home now has a programme of refurbishment in place to maintain the upkeep of a large family home</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>14.05</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Designated Safeguarding Officer Training Children in Wales</p> <p>Attended Specialist Training on Therapeutic Childcare &amp; Attachment, Child Exploitation, Training Delivered by Lucy Faithfull Foundation &amp; Training on LG BTQ , Mental Health Understanding Harmful Sexual Behaviour self Harm</p> <p>Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
	<p>Contractual Arrangements</p>	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

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

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training on Therapeutic Child care &amp; Attachment, Child Exploitation, Training Delivered by Lucy Faithfull Foundation &amp; Training on LG BTQ , Mental Health Understanding Harmful Sexual Behaviour self Harm Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>



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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Team Leaders work on a 2 days on 4 days off rota pattern which includes sleep in duties from 11pm until 7.30 am .</p> <p>Core hours of 173 hours a month which includes direct care , handovers , Team meetings, Supervision &amp; Training .</p> <p>Each Team Leader has delegated responsibility for 3 Residential Care Workers 4 children on a 1:1 staffing ratio 4 staff including Team Leader on shift at any time</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	3
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7

Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Attended Specialist Training Programme on Therapeutic Childcare &amp; Attachment delivered by a Lecturer at Glyndwr University</p> <p>Life Story Work</p> <p>Child Exploitation Children's Society Specialist Training Programme Delivered by Lucy Faithfull Foundation</p> <p>Various Training on LGBTQ , Mental Health Understanding Harmful Sexual Behaviour Working with Self Harm, Autism</p> <p>Therapeutic Communities &amp; Glyndwr University Trauma Informed Conference</p>
<b>Contractual Arrangements</b>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 on 4 off 173 hours a month and sleep in duties core hours include direct care team meetings training and supervision
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	5
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No