Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	Vale of Glamorgan Council Adults and Children's Services
The provider was registered on:	15/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Southway Residential Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Collette Rees
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Cartref Porthceri	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Andrew Cantle
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Ty Dyfan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Helen Manley
Maximum number of places	27
Service Conditions	There are no conditions associated to this service

Ty Dewi Sant	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	Marijke Jenkins
Manager(s)	Dawn Curtis
Maximum number of places	33
Service Conditions	There are no conditions associated to this service

Vale Community Resource Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2019
Responsible Individual(s)	
Manager(s)	Carol Eveson Haake
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Vale of Glamorgan Adult Placement Service	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	14/02/2020
Responsible Individual(s)	Linda Woodley
Manager(s)	Nick Haake
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Social care staff development is supported by the Social Care Workforce Development team. A calendar of opportunities is provided monthly, and the team liaises with the service manager to review development needs. To tie in with yearly budgeting and planning, a training needs analysis is carried out annually, where needs are identified and prioritized. Ongoing review of the needs and priorities then happens on a quarterly basis. Ad hoc developmental needs are addressed via the CPD process.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment and selection: Managers complete information i.e. Advert, Job Description and Person Specification.This enables the roles to be advertised on an internal or external basis via the Council's website and routes such as LinkedIn, Job Centre Plus. Necessary safety checks e.g DBS are completed. Retention: The Council offers excellent staff benefits such as flexible working, pension and generous leave https://www.valeofglamorgan.gov.uk/en/our_council/jobs/Employee-Benefits-and-Support.aspx

Service Profile

Service Details

Name of Service	Cartref Porthceri

Telephone Number	01446739438
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33

Fees Charged

The minimum weekly fee payable during the last financial year?	732.57
The maximum weekly fee payable during the last financial year?	810.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determin ed. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In comp liance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visi ts are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as require d and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual qua lity assurance exercise is undertaken by the Policy and Quality As surance Officer who consults with individuals and their families wh o have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team an d CIW consult with residents/representatives during their inspectio ns/audits

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Cartref has a medium sized private car park and residents can ac cess an attractive enclosed and secure garden. It has a large pati o area with benched seating, and a fixed gazebo that can be enjo yed by all resident and visitors. The garden also has a 'continuou s' pathway and planting areas accessible to residents who enjoy g ardening activity. Residents have access to an outside smoking a rea.
Provide details of any other facilities to which the residents have access	Cartref was refurbished in 2020 to achieve a dementia friendly an d enabling environment. There are 5 communal lounges with TV, a hairdressing room, and visitor areas on both floors. The large di ning room is also venue for entertainment and has interactive equ ipment. Access to Cartref and to higher risk areas of the home is electroni cally controlled. Access to the first floor is via passenger lift or stai r lift. Cartref provides well decorated single rooms with washing facilitie s, and are furnished with an easy chair, chest of drawers, wardrob e, bed, bedside cabinet and commode. All rooms are equipped with a call system, all 9 toilets have grab r ails and raised seats and one toilet is fully accessible to wheelchai r users. Cartref has 2 bathrooms 2 are fitted with bath hoists and t here are 2 walk-in shower rooms. There is an Aerial point in all the bedrooms and the use of the WI FI facilities is free to residents as are mobile calls in the UK. Cartr ef has an outside smoking 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.

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.	We ensure prospective residents are fully involved in the admission process. Most admissions follow a referral by a Social Worker and the prospective resident will be invited to have a trial visit/spend a day at the home. Observation and discussions with the individual and /or their representatives inform our Needs Assessment and a Personal Plan and Risk Assessment are created prior to admission, and are regularly reviewed with the resident's input. We ensure that when residents are unable to express their views and wishes they have access to an appropriate representative, such as EPA or an independent advocate. Newly admitted residents have four weeks in which to decide whether Cartref is where they would like to live on a longer term. We provide detailed information about Cartref in a Statement of Purpose and in a Service User Guide and we provide each resident with terms and conditions that specifies the details of our relationship. We aim to involve our residents in all decisions that affect their lives and hold regular resident meetings where we seek their view on operational matters and invite advocates of individuals who find it difficult to express their views. We provide a quarterly newsletter and ensure residents can participate in elections if they so wish and that they can access public services. We enable our residents to access community health services and encourage and provide mental and physical stimulation by means of activities which includes regular inter-generational activity with Romilly School pupils. We support our residents to express their needs and wishes and to exercise choice such as their choice of meals, deciding what to do and when to do it and we ensure our residents, their friends, relatives or representatives know how to complain about our services and refer all formal complaints to the Vale of Glamorgan Complaints Officer. The Quality assurance report for 22-23, created following engagement with residents and relatives confirms that most could recall their introduction to the Cartref and appreciated the opportunity to visit the home before placement. Some of the comments received during consultation were "We were so pleased with the way they supported my mum when she moved in" and "More than happy with the information and support at Cartref, "They are just as helpful as the day mum moved in" and "We and my mother are very happy with the introduction to the staff and service at Cartref Porthceri".

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.	Cartref's culture focuses on ability and maximises the opportuni ty for self-care and for independently carrying out daily living ta sks. Residents are encouraged to take risks and where assista nce with personal care tasks is needed, dignity is maintained. We are respectful of privacy, individual lifestyle choices and reli gious, ethnic and cultural diversity and promote opportunities fo r residents to meet related needs. Residents are encouraged t o nurture and create relationships, and visits into the local com munity and contact with community groups ensures that residen ts have community presence. Cartref aims for maximum flexibility in daily routines such as pre ferred rising and retiring times and provide social activities whic h are reflective of residents' interests. Residents are provided with a nutritious diet, and catering staff respond to individual lik es/dislikes and special dietary requirements. Cartref has a Foo d Hygiene score of 5 (excellent). Residents have access to community health services appropria te to their medical, nursing, and therapeutic needs and they ca n register with any of the locality G.P. practices. Where necess ary and preferred staff will administer medication. The administr ation is regularly audited, as are accident/incident records and any significant error, accident or incident is investigated and re ported to relevant bodies and learning is implemented. All staff work in accordance with Infection Control procedures, and we h ave access to specialist advise from the Council's Health and S afety team. The home has a visiting hairdresser, optician, chiropodist and d entist and staff are trained to be knowledgeable in areas such as First Aid, Dementia Awareness, Safe Moving and Handling a nd Administration of Medication. Cartref adheres to the principl es of the Mental Capacity Act and where the liberty of people m ust be restricted DOLS applications are submitted. Cartref does not provide nursing care but responds sensitively to the individual needs of residents who need nursing care, and of those who are terminally ill or dying. The Quality assurance r eport 22-23 confirms that residents especially value that "There is always someone to talk …"We sometimes sit in groups and ta lk or go in the garden if it's nice. Relatives feel that residents' w ell being has been improved by the service, stating that that the y "could see a difference in the demeanor" of the residents, an d when they visited, they seemed relaxed and happy".

The extent to which people feel safe and protected from abuse and neglect.	Cartref encourages positive risk taking and works in accordance with relevant guidance and legislation to ensure residents are protected from all forms of abuse. All staff receive Safeguarding training and where abuse or neglect is suspected the matter is investigated and referred to the Safeguarding team and reported to our regulatory body. We aim for transparency and where appropriate next of kin/representatives are informed of any safeguarding concern and we ensure that when residents have difficulty expressing themselves, they have access to an appropriate representative, such as independent advocate. We apply the Council's Safer Recruitment process to ensure the suitability of our staff. This includes the undertaking of references and an enhanced DBS check that is repeated every third year. All care staff apply to register with Social Care Wales and we aim to recruit people with the right experience, skills, attitude and values and provide a thorough induction. We apply the same principles when there is a need to engage agency staff and we manage the staff rota effectively to ensure that staff is provided in sufficient numbers and with the relevant mix of skills to meet residents' needs. We minimise the risks of falls by completing falls and manual handling risk assessments and all care staff complete safe manual handling training. Where appropriate we provide emergency respite which offers families and professionals the opportunity to resolve emergency situations at home and we ensure that the rights of the people who use our services are upheld and that our staff work constructively and safely with people who behave in a way that challenges us. All Falls, Incidents and Accidents are recorded and investigated and where required reported to relevant bodies. We work in partnership with other professionals to ensure decisions are not made in isolation and we refer to the Deprivation of Liberty team when it is considered that restrictive care maybe necessary. We ensure residents have access to case management support and independent advocacy and provide residents with a copy of the Councils' Complaint procedure and the contact details of the Care Inspectorate Wales. All staff members are trained in and uphold the principles of confidentiality and data protection and all personal data and information is treated confidentially subject to Registration and Inspection requirements and residents have the right to access their files at any time.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Cartref has 30 bedrooms although only 26 are currently availab le for occupation, of which 1 room is used for respite and emer gency placements. Residents are encouraged to personalise th eir bedrooms. Cartref provides care and support to frail older p eople and people living with dementia. The home has been refu rbished and now has a dementia friendly environment with goo d signage/ 'queuing' to aid orientation and promote independen ce. We ensure the environment is well maintained and free from un necessary danger by completing regular safety and regulatory compliance checks such as legionella, electric, gas and fire saf ety checks and we operate an electronic fob entry and exit syst em to ensure the security of our residents. A call response syst em ensures that residents can summon assistance wherever th ey are in the home. Cartref does not deploy CCTV. Although some rooms are larger in size, the average bedroom measures 9.6 square meters. None of the bedrooms are en-sui te but all bedrooms are lockable, equipped with a profile (high/l ow) bed, a TV point, a wardrobe, an easy chair, and a wardrob e and where desired, a commode. Residents are encouraged t o personalise their room. Residents have access to WIFI and a mobile phone to communicate with friends and relatives. Cartref has a stair lift and a passenger lift and a large dining ro om which is also used for special events and is equipped with a Smart Board. There are a range of communal and TV lounges across two floors and all corridors and communal areas have ar eas of interest and the corridors have handrails to aid mobility. All rooms, including the 5 lounge areas, the bathrooms and toil ets are equipped with a call system for when assistance is requi red. All 9 toilets have grab rails and raised toilet seats and one toilet is fully accessible to wheelchair users. There are 2 bathro oms fitted with bath hoists and 2 shower rooms. Cartref has a range of specialist mobility and transfer/lifting aid s such as a mobile hoist, a 'Cricket' and a 'Camel' and all our e quipment is serviced in accordance to manufacturer's guidance . Each bedroom has a Profile (high/low) bed. Outside there is a parking area and the secure rear garden ha s a large patio area with a fixed gazebo and a continuous footp ath. Cartref is a smoke free environment, but residents can acc ess an outside smoking area.

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)	25

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

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

Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask And Act/Violence toward Women Supervision Fire Safety Awareness GDPR Armed Forces Covenant

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	10
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Armed Forces Covenant Ask and Act/Violence against Women Best Interest Assessment GDPR First Aid at Work (3 day)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	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	0
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

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

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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	28
No. of posts vacant	2

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

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

Induction	6
Health & Safety	2
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	6
Safeguarding	28
Medicine management	25
Dementia	6
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dental/Oral Health Dementia awareness Emergency First Aid Epilepsy Awareness Fire Safety Awareness COSHH Ask and Act GDPR

Contractual Arrangements

No. of permanent staff	23
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	5

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Morning shift 6.45 AM - 14.00 PM - 4 staff on duty Afternoon shift 13.45 PM - 21.00 PM - 4 staff on du ty Night shift 21.00 PM - 07.00 AM - 2 staff on duty + 1 staff member sleeping in for emergencies

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	8

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	9
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Emergency First Aid Fire Safety Awareness

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Hospitality Level 2 Fire Safety Awareness Emergency First Aid SALT Swallowing Awareness Autism Awareness

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

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

Staff Qualifications

No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handy Person/Gardener To undertake general maintenance including painti ng, decorating, and the maintenance of grounds an d gardens. To provide a porter service, undertake health and safety checks, the moving of equipment, delivery duties and order/store stock Clerical Assistant To provide Clerical Support

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act GDPR Armed Forces Covenant Fire Safety Awareness

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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Southway Residential Home

Telephone Number	01446772265
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	38

Fees Charged

The minimum weekly fee payable during the last financial year?	732.57
The maximum weekly fee payable during the last financial year?	810.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determin ed. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In comp liance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visi ts are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as require d and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual qua lity assurance exercise is undertaken by the Policy and Quality As surance Officer who consults with individuals and their families wh o have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team an d CIW consult with residents/representatives during their inspectio ns/audits.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5

How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Southway has a medium sized private car park and a level access attractive enclosed and secure garden. Its has a patio area with b enched seating, a dining table and chairs for up to 8 persons and a gazebo that can be enjoyed by all resident and visitors. The gar den also has a 'continuous' pathway and planting areas accessibl e to residents who enjoy gardening activity.
Provide details of any other facilities to which the residents have access	Southway was refurbished in 2020 to achieve a dementia friendly environment. There are communal lounges, TV rooms, and visitor areas on both floors. The large dining room is also venue for ente rtainment and has interactive equipment. The first floor has a serving kitchen and dining room. Access to S outhway and to higher risk areas of the home is electronically con trolled. Southway provides well decorated single rooms with washing facili ties, and are furnished with an easy chair, chest of drawers, wardr obe, bed, bedside cabinet and commode. All rooms are equipped with a call system, toilets have grab rails a nd raised seats and one toilet on each floor is fully accessible to wheelchair users. Southway has 4 bathrooms, of which 2 are fitte d with bath hoists. There is a 'walk in' shower room on each floor. There is an Aerial point in all the bedrooms and the use of the WI FI facilities is free to residents as are mobile calls in the UK. South way is a smoke free environment.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We ensure prospective residents are fully involved in the admis sion process. Most admissions follow a referral by a Social Wor ker and the prospective resident will be invited to have a trial vi sit/spend a day at the home. Observation and discussions with the individual and /or their representatives inform our Needs As sessment and a Personal Plan and Risk Assessments are creat ed prior to admission, and are regularly reviewed with the resid ent's input. We ensure that when residents are unable to expre ss their views and wishes they have access to an appropriate r epresentative, such as EPA or an independent advocate. Newly admitted residents have four weeks in which to decide whether Southway is where they would like to live on a longer term. We provide detailed information about Southway in a Statement of Purpose and in a Service User Guide and we provide each r esident with terms and conditions that specifies the details of o ur relationship. We aim to involve our residents in all decisions t hat affect their lives and hold regular resident meetings where we seek their view on operational matters and invite advocates of individuals who find it difficult to express their views. We provi de a quarterly newsletter and ensure residents can participate i n elections if they so wish and that they can access public servi ces. We enable our residents to access and make full use of commu nity health services and encourage and provide mental and ph ysical stimulation by means of engagement in a daily activities p rogramme. We support our residents to express their needs an d wishes and to exercise choice such as their choice of meals a nd what to wear, deciding what to do and when to do it and we ensure our residents, their friends, relatives or representatives know how to complain about our services and refer all formal co mplaints to the Vale of Glamorgan Complaints Officer. The Quality assurance report for 22-23, created following enga gement with residents and relatives confirms that most could re call their introduction to the Southway. All said they received rel evant information, and most knew who to contact if they want to speak to someone about any concerns and were confident to a pproach staff. Some of the comments received were "We feel a ble to raise any queries or make suggestions", The carers are very helpful", ""We loved the visit", "Excellent from the start" an d "We couldn't be more pleased with the support dad is given."
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.	Southway's culture focusses on ability and maximises the oppor tunity for self-care and for independently carrying out daily livin g tasks. Residents are encouraged to take considered risks an d where assistance with personal care tasks is needed, dignity i s maintained. We are respectful of privacy, individual lifestyle choices and reli gious, ethnic and cultural diversity and promote opportunities fo r residents to meet related needs. Residents are encouraged t o nurture and create relationships, and visits into the local com munity and contact with community groups ensures that residen ts have community presence. Southway aims for maximum flexibility in daily routines such as preferred rising and retiring times, and provide social activities which are reflective of residents' interests. Residents are provid ed with a nutritious diet, and catering staff respond to individual likes/dislikes and special dietary requirements. Southway has a Food Hygiene score of 5 (excellent). Residents have access to community health services appropria te to their medical, nursing, and therapeutic needs and they ca n register with any of the locality G.P. practices. Where necessary and preferred staff will administer medication. The administration is regularly audited, as are accident/incident records and any significant error, accident or incident is investi gated and reported to relevant bodies and learning is implemen ted. All staff work in accordance with Infection Control procedur es, and we have access to specialist advise from the Council's Health and Safety team. The home has a visiting hairdresser, optician, chiropodist and d entist and staff are trained to be knowledgeable in areas such as First Aid, Dementia Awareness, Safe Moving and Handling a nd Administration of Medication. Southway adheres to the princi ples of the Mental Capacity Act and where the liberty of people must be restricted DOLS applications are submitted. Southway does not provide nursing care but responds sensitively to the in dividual needs of residents who need nursing care, and of thos e who are terminally ill or dying. The Quality assurance report 22-23 confirms that most resident s rated their wellbeing a 4 or a 5 (5 being "excellent"). Some ha d ongoing health issues which affected overall wellbeing, but re sidents and relatives felt that their wellbeing in these cases has been "maintained" as much as possible.

The extent to which people feel safe and protected from abuse and neglect.	Southway encourages positive risk taking and works in accorda nce with relevant guidance and legislation to ensure residents are protected from all forms of abuse. All staff receive Safeguar ding training and where abuse or neglect is suspected the matt er is investigated and referred to the Safeguarding team and re ported to our regulatory body. We aim for transparency and wh ere appropriate next of kin/representatives are informed of any safeguarding concern and we ensure that when residents have difficulty expressing themselves, they have access to an appro priate representative, such as independent advocate. We apply the Council's Safer Recruitment process to ensure th e suitability of our staff. This includes the undertaking of refere nces and an enhanced DBS check that is repeated every third year. All care staff apply to register with Social Care Wales and we aim to recruit people with the right experience, skills, attitude and values and provide a thorough induction. We apply the sa me principles when there is a need to engage agency staff and we manage the staff rota effectively to ensure that staff is provi ded in sufficient numbers and with the relevant mix of skills to m eet residents' needs. We minimise the risks of falls by completing falls and manual ha ndling risk assessments and all care staff complete safe manua l handling training Where appropriate we provide emergency respite which offers f amilies and professionals the opportunity to resolve emergency situations at home and we ensure that the rights of the people who use our services are upheld and that our staff work constr uctively and safely with people who behave in a way that challe nges us. All Falls, Incidents and Accidents are recorded and investigated and where required reported to relevant bodies. We work in par tnership with other professionals to ensure decisions are not m ade in isolation and we refer to the Deprivation of Liberty team when it is considered that restrictive care maybe necessary. We ensure residents have access to case management suppor t and independent advocacy and provide residents with a copy of the Councils' Complaint procedure and the contact details of the Care Inspectorate Wales. All staff members are trained in and uphold the principles of co nfidentiality and data protection and all personal data and infor mation is treated absolutely confidentially subject to Registratio n and Inspection requirements and residents have the right to a ccess their files at any time

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Southway has 33 bedrooms although only 22 are currently available for occupation, of which 2 rooms are used for respite and emergency placements. Southway only provides care and support to people living with dementia and the home has undergone a total refurbishment and created a dementia friendly environment with good signage/ 'queuing' to aid orientation and remove barriers to independence. We ensure the environment is well maintained and free from unnecessary danger by completing regular safety and regulatory compliance checks such as legionella, electric, gas and fire safety checks and we operate an electronic fob entry and exit system to ensure the security of our residents. A call response system ensures that residents can summon assistance wherever they are in the home. Southway does not deploy CCTV. Although some rooms are larger in size, the average bedroom measures 9.6 square meters. None of the bedrooms are en-suite but all bedrooms are lockable, equipped with a profile (high/low) bed, a TV point, a wardrobe, an easy chair, and a wardrobe and where desired, a commode. Residents are encouraged to personalise their room. Residents have access to WIFI and a mobile phone to communicate with friends and relatives. Southway has a stair lift and a passenger lift and two dining rooms of which the larger is also used for special events and is equipped with a Smart Board and a Tovertafel which is an interactive light game that stimulates physical, social and cognitive activity. There are a range of communal and TV lounges across two floors and corridors and communal areas have areas of interest and the corridors have handrails to aid mobility. All rooms, including lounge areas, bathrooms and toilets are equipped with a call system for when assistance is required. All toilets have grab rails and raised toilet seats and one toilet on each floor is fully accessible to wheelchair users. There are bathrooms fitted with bath hoists and there is a 'walk in' shower room on each floor. Southway has a range of specialist mobility and transfer/lifting aids such as a mobile hoist, a 'Cricket' and a 'Camel' and all our equipment is serviced in accordance to manufacturer's guidance. Each bedroom has a Profile (high/low) bed. Outside there is a parking area and the secure rear garden has a patio area with a fixed gazebo and a continuous footpath. Southway is a smoke free environment.

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)	27

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual handling refresher Fire Safety Awareness MCA back to basics Best Interest Assessor Refresher SALT Escalating Concerns Introduction to Life Story Work Emar and Emar moderator Medicine management Competency Assessment

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Emergency First Aid refresher Compassionate Practice Oral Health MCA MCA Best Interest Refresher Escalating Concerns Emar Emar Moderator Migrant Rights and Public Service Allegations and Concerns about practitioners MCA Competency assessment

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	28
No. of posts vacant	2

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

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

Induction	8
Health & Safety	5
Equality, Diversity & Human Rights	12
Infection, prevention & control	2
Manual Handling	6
Safeguarding	3
Medicine management	28
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Emergency First Aid Ageing, Dying death and bereavement Ask and Act Oral Hygiene Digital Awareness Compassionate Communications SALT Life Story Work Catheter and Stoma Care Tissue Viability and Pressure care GDPR

Contractual Arrangements

No. of permanent staff	22
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	6

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	22
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.	Morning 06.45 AM - 14.00 PM 4 staff on duty Afternoon 14.00 PM - 21.00 PM - 4 staff on duty Nights 21.00 PM - 07.00 AM - 3 staff on duty

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	1

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness SALT COSHH Ask and Act GDPR

Contractual Arrangements

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

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

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

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	3
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety awareness SALT Food allergies and intolerance

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handy Person/Gardener To undertake general maintenance including painti ng, decorating, and the maintenance of grounds an d gardens. To provide a porter service, undertake health and safety checks, the moving of equipment, delivery duties and order/store stock Clerical Assistant To provide Clerical Support

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Emergency First Aid Ask and Act GDPR Armed Forces Covenant

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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Ty Dewi Sant

Telephone Number	02920709331
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32

Fees Charged

The minimum weekly fee payable during the last financial year?	732.57
The maximum weekly fee payable during the last financial year?	810.43

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?	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determined. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In compliance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visits are announced in advance and stakeholders are consulted. An Age UK advocate visits regularly and can be contacted as required and 'In House Resident meetings' are regularly convened where residents are consulted about operational issues. A bi-annual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their families who have received care and support in our home to identify areas of good practice and improvement. The Contract Monitoring team and CIW consult with residents/representatives during their inspections/audits.

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Ty Dewi Sant has a medium sized private car park and residents can access an attractive secure garden. It has a large patio area with benched seating, and a fixed gazebo that can be enjoyed by all resident and visitors. The garden also has an award winning food growing project, with planters and a greenhouse accessible to residents who enjoy gardening activity.
Provide details of any other facilities to which the residents have access	Ty Dewi Sant is a one-story building divided into 4 wings. The home was refurbished in 2020 to achieve a dementia friendly environment. There are a hairdressing room, wing lounges with TV, wing kitchens/dining areas, and visitor areas. A central lounge area is venue for entertainment and has interactive equipment. Access to Ty Dewi Sant and to higher risk areas of the home is electronically controlled. Ty Dewi Sant provides well decorated single rooms with washing facilities, and are furnished with an easy chair, chest of drawers, wardrobe, bed, bedside cabinet, and commode. All rooms are equipped with a call system, toilets have grab rails and raised seats and one toilet is fully accessible to wheelchair users. The home has a 'walk in' shower room and 3 bathrooms, all of which are fitted with bath hoists. There is an Aerial point in all the bedrooms and the use of the WIFI facilities is free to residents as are mobile calls in the UK. Ty Dewi Sant is a smoke free environment.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We ensure prospective residents are fully involved in the admission process. Most admissions follow a referral by a Social Worker and the prospective resident will be invited to have a trial visit/spend a day at the home. Observation and discussions with the individual and /or their representatives inform our Needs Assessment and a Personal Plan and Risk Assessments are created prior to admission, and are regularly reviewed with the resident's input. We ensure that when residents are unable to express their views and wishes they have access to an appropriate representative, such as EPA or an independent advocate. Newly admitted residents have four weeks in which to decide whether the home is where they wish to live on a longer term. We provide detailed information about the home in a Statement of Purpose and Service User Guide and provide each resident with terms and conditions that specifies the details of our relationship. We aim to involve our residents in all decisions that affect their lives and hold regular resident meetings where we seek their view on operational matters and invite advocates of individuals who find it difficult to express their views. We provide a quarterly newsletter and ensure residents can participate in elections if they so wish and that they can access public services. We enable our residents to access and make full use of community health services and encourage and provide mental and physical stimulation by means of engagement in a daily activities programme. We support our residents to express their needs and wishes and to exercise choice such as their choice of meals and what to wear, deciding what to do and when to do it and we ensure our residents, their friends, relatives or representatives know how to complain about our services and refer all formal complaints to the Vale of Glamorgan Complaints Officer. The Quality assurance report for 22-23, created following engagement with residents and relatives confirms that their introduction to Ty Dewi Sant was a positive one. Some of the comments received were "we moved in with no questions really" and " they make you feel at ease so you know you can ask them anything. "

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our culture focusses on ability and maximises the opportunity f or self-care and for independently carrying out daily living tasks . Residents are encouraged to take considered risks and where assistance with personal care tasks is needed, dignity is mainta ined. We are respectful of privacy, individual lifestyle choices and reli gious, ethnic and cultural diversity and promote opportunities fo r residents to meet related needs. Residents are encouraged t o nurture and create relationships, and visits into the local com munity and contact with community groups ensures that residen ts have community presence. We aim for maximum flexibility in daily routines such as preferre d rising and retiring times and provide social activities which are reflective of residents' interests. Residents are provided with a nutritious diet, and catering staff respond to individual likes/disli kes and special dietary requirements. Ty Dewi Sant has a Food Hygiene score of 5 (excellent). Residents have access to community health services appropria te to their medical, nursing, and therapeutic needs and they ca n register with any of the locality G.P. practices. Where necess ary and preferred staff will administer medication. The administr ation is regularly audited, as are accident/incident records and any significant error, accident or incident is investigated and re ported to relevant bodies and learning is implemented. All staff work in accordance with Infection Control procedures, and we h ave access to specialist advise from the Council's Health and S afety team. The home has a visiting hairdresser, optician, chiropodist and d entist and staff are trained to be knowledgeable in areas such as First Aid, Dementia Awareness, Safe Moving and Handling a nd Administration of Medication. Cartref adheres to the principl es of the Mental Capacity Act and where the liberty of people m ust be restricted DOLS applications are submitted. Ty Dewi does not provide nursing care but responds sensitively to the individual needs of residents who need nursing care, and of those who are terminally ill or dying. The Quality assurance r eport 22-23 confirms that residents feel that they are well supp orted to maintain their well-being, and this reassures relatives. On comment received was "what I liked best is that they took no tice of what I did earlier in my life. I was a confectioner, and they were all really in terested in my work".

The extent to which people feel safe and protected from abuse and neglect.	We encourage positive risk taking and works in accordance wit h relevant guidance and legislation to ensure residents are prot ected from all forms of abuse. All staff receive Safeguarding trai ning and where abuse or neglect is suspected the matter is inv estigated and referred to the Safeguarding team and reported t o our regulatory body. We aim for transparency and where app ropriate next of kin/representatives are informed of any safegu arding concern and we ensure that when residents have difficul ty expressing themselves, they have access to an appropriate r epresentative, such as independent advocate. We apply the Council's Safer Recruitment process to ensure th e suitability of our staff. This includes the undertaking of refere nces and an enhanced DBS check that is repeated every third year. All care staff apply to register with Social Care Wales and we aim to recruit people with the right experience, skills, attitude and values and provide a thorough induction. We apply the sa me principles when there is a need to engage agency staff and we manage the staff rota effectively to ensure that staff is provi ded in sufficient numbers and with the relevant mix of skills to m eet residents' needs. We minimise the risks of falls by completing falls and manual ha ndling risk assessments and all care staff complete safe manua l handling training Where appropriate we provide emergency respite which offers f amilies and professionals the opportunity to resolve emergency situations at home and we ensure that the rights of the people who use our services are upheld and that our staff work constr uctively and safely with people who behave in a way that challe nges us. All Falls, Incidents and Accidents are recorded and investigated and where required reported to relevant bodies. We work in par tnership with other professionals to ensure decisions are not m ade in isolation and we refer to the Deprivation of Liberty team when it is considered that restrictive care maybe necessary. We ensure residents have access to case management suppor t and independent advocacy and provide residents with a copy of the Councils' Complaint procedure and the contact details of the Care Inspectorate Wales. All staff members are trained in and uphold the principles of co nfidentiality and data protection and all personal data and infor mation is treated absolutely confidentially subject to Registratio n and Inspection requirements and residents have the right to a ccess their files at any time.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Ty Dewi Sant has 33 bedrooms although only 28 are currently available for occupation, of which 1 room is used for respite an d emergency placements. The home provides care and support to frail older people and people living with dementia. The home has been refurbished in 2020 and is dementia friendly with goo d signage/ 'queuing' to aid orientation and promote independen ce. We ensure the environment is well maintained and free from un necessary danger by completing regular safety and regulatory compliance checks such as legionella, electric, gas and fire saf ety checks and we operate an electronic fob entry and exit syst em to ensure the security of our residents. A call response syst em ensures that residents can summon assistance wherever th ey are in the home. Ty Dewi Sant does not deploy CCTV. Although some rooms are larger in size, the average bedroom measures 9.6 square meters. None of the bedrooms are ensuit e but all bedrooms are lockable, equipped with a profile (high/lo w) bed, a TV point, a wardrobe, an easy chair, and a wardrobe and where desired, a commode. Residents are encouraged to personalise their room. Residents have access to WIFI and a m obile phone to communicate with friends and relatives. The home has 4 shared living units with dining area and wing ki tchen with one unit being designated for people living with dem entia. An additional large central lounge area is used for specia l events and is equipped with a Smart Board. The corridors and communal areas have areas of interest, and the corridors have handrails to aid mobility. All rooms, including lounge areas, bathrooms and toilets are eq uipped with a call system for when assistance is required. All 8 r esident toilets have grab rails and raised toilet seats and one to ilet is fully accessible to wheelchair users. There are 3 bathroo ms fitted with bath hoists and there is a 'walk in' shower. Ty Dewi Sant has a range of specialist mobility and transfer/lifti ng aids such as a mobile hoist, a 'Cricket' and a 'Camel' and all our equipment is serviced in accordance to manufacturer's guid ance. Each bedroom has a Profile (high/low) bed. Outside there is a parking area and the secure rear garden ha s a large patio area with a fixed gazebo, planning areas, a gree nhouse, and a continuous footpath. The home is a smoke free environment.

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)	29

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

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

Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act GDPR Appraisal Anxiety Awareness Asbestos Awareness for managers Assertiveness Building better habits Conflict resolution Effective Decision making Fire Safety Awareness Perfect presentations Stress awareness MCA in social care

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Best Interest assessment GDPR Fire Awareness Stress Awareness

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	28
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	15
Health & Safety	25
Equality, Diversity & Human Rights	16
Infection, prevention & control	0
Manual Handling	7
Safeguarding	28
Medicine management	13
Dementia	8
Positive Behaviour Management	0
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Compassionate Conversations Catheter and Stoma Care Armed Forces Covenant Asbestos Awareness GDPR Pressure Areas and Tissue Viability Oral care Age, Death and bereavement Mental health Awareness Substance Misuse Principles and Values

Contractual Arrangements

No. of permanent staff	21
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	7

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	21
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.	Morning 06.45 AM - 14.00 PM 4 staff on duty Afternoon 14.00 PM - 21.00 PM - 4 staff on duty Nights 21.00 PM - 07.00 AM - 3 staff on duty

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	11
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	4
Health & Safety	10

Equality, Diversity & Human Rights	6
Infection, prevention & control	0
Manual Handling	0
Safeguarding	11
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Armed Forces Covenant Asbestos Awareness Violence against women GDPR

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4

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

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

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	7
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	4
Manual Handling	0

Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act GDPR Dementia Awareness Armed Forces Covenant Asbestos Awareness Fire Safety Awareness Fist Aid

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	5

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handy Person/Gardener To undertake general maintenance including painti ng, decorating, and the maintenance of grounds an d gardens. To provide a porter service, undertake health and safety checks, the moving of equipment, delivery duties and order/store stock Clerical Assistant To provide Clerical Support

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0

Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness GDPR Ask and Act HAVI Armed Forces Covenant

Contractual Arrangements

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

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

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Ty Dyfan

Telephone Number	01446736086
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	71

Fees Charged

The minimum weekly fee payable during the last financial year?	732.57
The maximum weekly fee payable during the last financial year?	810.43

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We welcome input of stakeholders. From observation/discussions with the resident/ representative outcomes and risks are determin ed. This informs a Personal Plan and Risk Assessment which are regularly reviewed with the resident / their representative. In comp liance with Regulations and Guidance the Responsible Individual monitors the quality of care during three monthly visits. These visi ts are announced in advance and stakeholders are consulted. An Age UK advocate or IMCA can be contacted as required and 'In H ouse Resident meetings' are regularly convened where residents or representatives are consulted about operational issues. A bi-a nnual quality assurance exercise is undertaken by the Policy and Quality Assurance Officer who consults with individuals and their f amilies who have received care and support in our home to identif y areas of good practice and improvement. The Contract Monitori ng team and CIW consult with residents/representatives during th eir inspections/audits.

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Ty Dyfan has a medium sized private car park and on the ground floor residents can access a large attractive secure garden that h as a large patio area with benched seating, and a fixed gazebo th at can be enjoyed by all resident and visitors. The garden also ha s a rabbit hutch and planters accessible to residents who enjoy g ardening activity. Adjacent to the large lounge dining area is a sm all secure outside seating area and on the first floor there is a sm all enclosed roof garden with views across the area.
Provide details of any other facilities to which the residents have access	Ty Dyfan is divided into 3 units, of which one is used for reableme nt. The environment is dementia friendly. There are communal lou nges with TV, a hairdressing and therapy room and visiting areas. The large dining area is venue for entertainment and has interacti ve equipment. The first-floor units accessed via lift has a serving kitchen and dini ng room. Access to the home and higher risk areas is electronicall y controlled. The home provides well decorated single rooms with washing facil ities, furnished with an easy chair, chest of drawers, wardrobe, be d, bedside cabinet and commode. All rooms are equipped with a call system, all 8 toilets have grab r ails and raised seats and one toilet on each floor is accessible to wheelchair users. Ty Dyfan has 3 shower rooms and 2 bathrooms which are fitted with bath hoists. There is an Aerial point in all the bedrooms and the use of the WI FI facilities is free to residents as are mobile calls in the UK. Ty Dy fan is a smoke free environment.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We ensure prospective residents are fully involved in the admission process. Most admissions follow a referral by a Social Worker and the prospective resident will be invited to have a trial visit/spend a day at the home. Observation and discussions with the individual and /or their representatives inform our Needs Assessment, and a Personal Plan and Risk Assessments are created prior to admission and are regularly reviewed with the resident's input. We ensure that when residents are unable to express their views and wishes they have access to an appropriate representative, such as EPA or an independent advocate. Newly admitted residents have four weeks in which to decide whether the home is where they wish to live on a longer term. We provide detailed information about the home in a Statement of Purpose and Service User Guide and provide each resident with terms and conditions that specifies the details of our relationship. We aim to involve our residents in all decisions that affect their lives and hold regular resident meetings where we seek their view on operational matters and invite advocates of individuals who find it difficult to express their views. We provide a quarterly newsletter and ensure residents can participate in elections if they so wish and that they can access public services. We enable our residents to access and make full use of community health services and encourage and provide mental and physical stimulation by means of engagement in a daily activities programme. We support our residents to express their needs and wishes and to exercise choice such as their choice of meals and what to wear, deciding what to do and when to do it and we ensure our residents, their friends, relatives or representatives know how to complain about our services and refer all formal complaints to the Vale of Glamorgan Complaints Officer. The QA report notes that relatives and residents do feel involved in contributing to the personal plan and the reviews of the plan and that where it is more challenging for residents to be involved, carers are consulted and people recalled that initial visits were very welcoming and reassuring and that they are encouraged to bring their own belongings. The latest inspection report noted that people have a voice to make choices about their day-to-day care and that care staff understand the preferences of the people they support and that residents found them to be supportive and helpful.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our culture focusses on ability and maximises the opportunity f or self-care and independently carrying out daily living tasks. R esidents are encouraged to take considered risks and where a ssistance with personal care tasks is needed, dignity is maintai ned. We are respectful of privacy, individual lifestyle choices and reli gious, ethnic and cultural diversity and promote opportunities fo r residents to meet related needs. Residents are encouraged t o nurture and create relationships, and visits into the local com munity ensures that residents have community presence. We aim for maximum flexibility in daily routines such as preferre d rising/retiring times and provide social activities which are refl ective of residents' interests. Residents are provided with a nutr itious diet, and catering staff respond to individual likes/dislikes and special dietary requirements. Ty Dyfan has a Food Hygien e score of 5 (excellent). Residents have access to community health services appropria te to their medical, nursing, and therapeutic needs and they ca n register with any of the local G.P. practices. Where necessary and preferred staff will administer medication. The administratio n is regularly audited, as are accident/incident records and any significant error, accident or incident is investigated and report ed to relevant bodies and learning is implemented. All staff wor k in accordance with Infection Control procedures, and we have access to specialist advise from the Council's Health and Safety team. The home has a visiting hairdresser, optician, chiropodist and d entist and staff are trained to be knowledgeable in areas such as First Aid, Dementia Awareness, Safe Moving and Handling a nd Administration of Medication. Ty Dyfan adheres to the princi ples of the Mental Capacity Act and where the liberty of people must be restricted DOLS applications are submitted. Ty Dyfan does not provide nursing care but responds sensitivel y to the individual needs of residents who need nursing care, a nd of those who are terminally ill or dying. The QA report notes that relatives state that the admission has made a positive difference to the resident's well-being. The late st inspection report confirms that referrals are made in a timely manner to the relevant health care professionals and that resid ents benefit from care staff who know the people they support well, therefore recognising any deterioration in health and well-being, and act accordingly.

The extent to which people feel safe and protected from abuse and neglect.	We encourage positive risk taking and work in accordance with relevant guidance and legislation to ensure residents are prote cted from all forms of abuse. All staff receive Safeguarding train ing and where abuse or neglect is suspected the matter is inve stigated and referred to the Safeguarding team and reported to our regulatory body. We aim for transparency and where appro priate next of kin/representatives are informed of any safeguar ding concern and we ensure that when residents have difficulty expressing themselves, they have access to an appropriate rep resentative, such as independent advocate. We apply the Council's Safer Recruitment process to ensure th e suitability of our staff. This includes the undertaking of refere nces and an enhanced DBS check that is repeated every third year. All care staff apply to register with Social Care Wales and we aim to recruit people with the right experience, skills, attitude and values and provide a thorough induction. We apply the sa me principles when there is a need to engage agency staff and we manage the staff rota effectively to ensure that staff is provi ded in sufficient numbers and with the relevant mix of skills to m eet residents' needs. We minimise the risks of falls by completing falls and manual ha ndling risk assessments and all care staff complete safe manua l handling training. Where appropriate we provide emergency respite which offers f amilies and professionals the opportunity to resolve emergency situations at home and we ensure that the rights of the people who use our services are upheld and that our staff work constr uctively and safely with people who behave in a way that challe nges us. All Falls, Incidents and Accidents are recorded and investigated and where required reported to relevant bodies. We work in par tnership with other professionals to ensure decisions are not m ade in isolation and we refer to the Deprivation of Liberty team when it is considered that restrictive care maybe necessary. We ensure residents have access to case management suppor t and independent advocacy and provide residents with a copy of the Councils' Complaint procedure and the contact details of the Care Inspectorate Wales. All staff members are trained in and uphold the principles of co nfidentiality and data protection and all personal data and infor mation is treated confidentially subject to Registration and Insp ection requirements and residents have the right to access thei r files at any time.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Ty Dyfan has 27 bedrooms of which 6 are used for reablement and 3 for respite/ emergencies. On the reablement unit the ho me provides support to frail older people and the other 2 units are home to people living with dementia. The home is dementia friendly with good signage to aid orientation and promote indep endence. We ensure the environment is maintained and free from danger by completing regular safety and compliance checks such as le gionella, electric, gas and fire safety checks and we operate an electronic fob entry and exit system to ensure the security of ou r residents. A call response system ensures that residents can summon assistance wherever they are in the home. Ty Dyfan d oes not deploy CCTV. Although some rooms are larger in size, the average bedroom measures 9.6 square meters. None of the bedrooms are ensuit e but all bedrooms are lockable, equipped with a profile bed, a TV point, a wardrobe, an easy chair, and a wardrobe and wher e desired, a commode. Residents are encouraged to personali se their room. Residents have access to WIFI and a mobile pho ne to communicate with friends and relatives. The home has 3 shared living units with 3 dining areas and 2 wi ng kitchens. The large central lounge area is used for special e vents and is equipped with a Smart Board and Tovertafel. The corridors and communal areas have areas of interest, and hav e handrails to aid mobility. All rooms, including lounge areas, bathrooms and toilets are eq uipped with a call system for when assistance is required. All 8 r esident toilets have grab rails and raised toilet seats and 2 toile ts are fully accessible to wheelchair users. There are 2 bathroo ms fitted with bath hoists and there are 3 shower rooms. Ty Dyfan has a range of specialist mobility and transfer/lifting ai ds such as a mobile hoist, a 'Cricket' and a 'Camel' and all our equipment is serviced in accordance to manufacturer's guidanc e. Each bedroom has a Profile (high/low) bed. Outside there is a parking area and the secure rear garden ha s a rabbit hutch, a large patio area with seating and a fixed gaz ebo and planting tubs. The reablement unit has an enclosed ro of garden space. The home is a smoke free environment. The l atest inspection report states that the found the home offers sui table accommodation and that continued commitment to develo ping and improving the home for the residents' benefit has bee n shown and they found the home to be clean and generally we ll-maintained.

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)	35

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

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Agreeing Effective Objectives Bullying and Harassment in the Workplace Challenging Conversations Data Protection Fire Safety Appraisal (Its about me) Content manager training (ICT system) Mental Capacity Act in Social care Armed Forces Covenant

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Agreeing Effective Objectives Ambitious management incl: Unconscious bias,Direct and Indirect Discrimination,Productivity and Achieving Equality and Diversity Challenging Conversations Conflict Resolution Effective Communication Customer Service Delivering Effective Feedback Digital Literacy Discipline and Grievance Effective Meetings Emotional Intelligence Influencing, Assertiveness and Negotiation Management of Attendance at Work Managing Your Time Recruitment and Selection The Manager as a Coach Transactional Analysis Violence against Women, Domestic Abuse and Sexual Violence Procurement

Contractual Arrangements

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

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

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

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

Staff Qualifications

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

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	34
No. of posts vacant	4

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

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

Induction	9
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	10
Safeguarding	1
Medicine management	11
Dementia	7
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care Armed Forces Covenant Asbestos Awareness Ask and Act Pressure area and Tissue Viability Fire Safety Awareness

Contractual Arrangements

No. of permanent staff	27
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	7

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)	19
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Morning - 6.45 AM - 2.00 PM - 5 staff on duty Afternoon - 13.35 PM - 21.15 PM- 5 staff on duty Nights - 21.00 PM - 7.00 AM - 4 staff on duty

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	2

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0

Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Fire Awareness GDPR

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Fire Awareness GDPR

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerical Assistant - Provision of administrative support Handyman Gardener- Maintenance, compliance checks and gardening

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act GDPR Fire Safety Awareness Armed Forces Covenant

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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Vale Community Resource Service

Telephone Number	01446704138
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
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?	502

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0

Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The individual's service is co-produced with the citizen in the form of a personal plan from the initial visit agreeing the number of call s and the outcomes the person wants to achieve. This is reviewed on a weekly basis. As a short term service, we send out monthly questionnaires to th e citizens we supported that month who have finished their servic e with us to gain feedback on their experiences of the care and su pport we provide. These are collated by the Policy and Quality As surance project Officer into quarterly report which summarises the data and qualitative information. This is then discussed at bi-mont hly quality assurance meetings where we analyse key themes and complete any actions to improve the service. A proportion of thes e people are followed up with face-to-face or telephone conversat ions to get richer feedback. We have open lines of communication and citizens are encourage d to contact us via the telephone if they want to discuss their servi ce and provide feedback.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Citizens voices are present in the co-production of the personal plans which demonstrates their involvement in identifying their health, care and support needs. The personal plan identifies how the person would like to be supported so they can stick to their preferred routine. We provide a flexible service and, where possible, accommodate citizens preferred call times. This involves them in their care from the outset of their involvement with VCRS. The citizen has a named Occupational Therapist/ Social Worker who is their key workers and builds a professional relationship with the citizen and their family. The service provides continuity of care and support by ensuring same staff attend calls where possible. The support citizens receive is continuously reviewed. A weekly multi-disciplinary team meeting is held to discuss progress and the Occupational Therapist/ Occupational Therapy Assistant visit the person regularly to see how they are progressing and to tailor the care/support as required. VCRS has received 36 compliments this year which outline citizens satisfaction with the support they have received. We work alongside other Care Agencies providing a handover of the persons care and support to ensure consistency especially with citizens who have spent some time with VCRS whilst waiting for longer term packages of care. VCRS benefits from having the support and independence of a Policy and Quality Assurance Officer, employed by the Council's Social Services Directorate. As a consequence, there is a robust framework for seeking the views of people who use our services, where each month a list of people who have completed their reablement journey with VCRS is sent to the Policy and QA Officer. Surveys are routinely sent out and returned to her. She routinely checks the response and will follow-up a selection either randomly, or to clarify a point that has been made. She collates the responses and pulls into a quarterly report. (Should there be anything more immediate she will liaise with the RI, RM or interim QA and Compliance manager within the service). The findings of each quarter are considered at the bi-monthly VCRS QA meeting, which is usually attended by the RI, RM, QA and Compliance Manager, Ops Manager, Lead Co-ordinator.

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.	On discharge from hospital, a visit is completed at the citizen's home. At this visit, the member of staff (usually an Occupational therapist) will develop a personal plan with the individual, outlining and agreeing their reablement goals. The primary focus of this team is to promote a person's independence, to ensure they have the right support to achieve their maximum reablement potential, this is completed through joint working with our therapy teams, that are members of the integrated service. Our performance reports show more than 55% of individuals last year did not require long term support or repeat the need for support 6 months after accessing the service. VCRS signposts and refers to outside agencies such as Care & Repair, Tele V to ensure access and safety, sourcing moving and handling equipment to aid mobility and transitions or reporting any faulty equipment. VCRS works collaboratively with District Nurses to monitor citizen's skin integrity by following advice and guidance and reporting any changes in skin condition in a timely manner. VCRS supports citizens to understand and optimise their medication regime by working with our internal Pharmacy Technician as often changes in medication or the way it is packaged causes confusion. We are working towards Policy and Procedural change to Administer Medication which will enable to the citizen to be fully supported with safe administration of medication. We have provided urgent responses in situations including when a person has died suddenly. It has been noted that due to the increased complexity of people we support, including end of life care, that we have sadly seen an increase in the number of people known to the service that have passed away. As a management team we are conscious that our workforce has not been used to this, and that they need some additional support to help them to cope. The service has an open-door policy, and staff are encouraged to have debrief sessions, Occupational health referrals, and access our Employee Wellbeing programme CareFirst for support. Reablement Support Workers are skilled at observing signs of a decline in the person's health, reporting these to the relevant professional within the team and encouraging the person to contact their GP/ DN for further interventions as needed.

The extent to which people feel safe and protected from abuse and neglect.	The service carries out environmental risk assessment, making sure the environment is safe for citizens and staff who visit by s upporting the person to take and remedial action needed. VCR S signposts to other services to support citizens such as Age C onnects, Fire Service and Telecare to support people by arran ging for key safes to be installed to ensure safe access/ securit y and arranging fire safety checks All staff undertake Safeguarding Adults Level 2 (now Group B) Training and Reablement Coordinator Teams undertake Safeg uarding Adults Level 3 (now Group C) Training - All Wales Safe guarding. This ensures that all staff understand their responsibi lities and report any concerns they have about the citizen and t heir social situation to the relevant professional. The RM has a positive working relationship with the Adults Safeguarding team, and is well supported to seek advice, as are the Co-ordinators. The RM will regularly discuss any potential safeguarding matter s with the RI, and they will discuss a way forward. Consideration is always given to the immediate protection for the person we s upport, and actions taken to keep them safe. Also, to keep our workforce safe and supported. We consider our 'duty to report' very seriously and have ensured that we complete the referrals and undertake any investigations, attend meetings etc. The ser vice will also draw on the Social workers that are within the tea m for their guidance and expertise. Health and safety is monitored through the completion of accid ent/ incident/ near miss forms and the relevant actions are take n to prevent re-occurrence. We provide emotional and psychological support to citizens wh o are anxious about being alone and positively promoting their health and wellbeing and to accept support with personal care when declining despite them needing it. We sensitively handle difficult situations with visitors to citizens homes who may have been under the influence of alcohol/drugs or where there are te nsions in the person's social environment. We carry out compre hensive risk assessments and identify counter measures and fu rther actions required to reduce the risks to citizens and staff. We work collaboratively with the Social Worker Team to provide an MDT approach.

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)	59.50

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health First Aid Medication Administration MSc Advanced Management in Health Care (Transformation & Innovation) - Swansea University (2nd year, nearing completion) Ask & Act Training Data Protection Access Care Planning Super User training

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	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Administration Level 2 & 3 - 3 Recruitment & Selection -1 Mental Health First Aid - 3 Ask & Act - 1 Data Protection - 2 Access Care Planning super user training - 3

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	3
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	5
Dementia	7
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask & Act - 2 Mental Health First Aid -6 Lone Worker & Conflict Management - 1 Catheter & Stoma - 1 Agreeing Effective Objectives - 1 Recruitment & Selection - 2 Motivational Interviewing - 4 GDPR - 1 Armed Forces Covenant - 1 Violence Against Women/Domestic Abuse - 1 Medication Administration Level 2 - 9 Medication Administration Level 3 - 8 Fire Safety - 1 Access Care Planning - super user training - 3 Access Care Planning - end user training - 5

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

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	2

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	59
No. of posts vacant	4

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

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

Induction	6
Health & Safety	61
Equality, Diversity & Human Rights	31
Manual Handling	31
Safeguarding	49
Dementia	16
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety numbers above comprises of (Infection Control - 11) (Safe Start Introduction to Health and Safety - 5) (Fire Safety - 5) (Lone Worker & Conflict Management - 30) (Emergency First Aid - 10) Safeguarding comprises of (Safeguarding Training - Level 2 - 20) (Safeguarding e-learning - 29) Dementia comprises of (Dementia awareness e-learning -10) (Dementia One in a million - 6) Age, Death, Bereavement & Dying - 5 Ask & Act Training - 10 Catheter Management - 17 Medication Administration Level 2 - 54 Allergens - 3

Contractual Arrangements

No. of permanent staff	59
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	53
No. of part-time staff (16 hours or under per week)	6

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	43
No. of staff working towards the required/recommended qualification	16

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Quality and Compliance Manager - ensuring compliance in line with RISCA

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
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Motivational Interviewing Mental Health First Aid Medication Level 2 & 3 Aging, Dying, Death and Bereavement

Contractual Arrangements

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

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

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Vale of Glamorgan Adult Placement Service

Telephone Number	01446731105
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	People will be supported to communicate using their chosen me thod and language. Hosts will be provided with any specialist communication trainin g required to meet a person's specific needs. A person's communication needs, support required and chosen language will be identified in the persons About Me Plan.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	92

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In May through to July 2022 an Adult Placement Service Quality A ssurance Evaluation took place with surveys sent out to hosts and citizens. A formal report was compiled and an accessible 'You Sai d, We Did' postcard was distributed to all hosts and citizens in Se ptember 2022. Two on-line engagement events took place with hosts in February 2023. These meetings agreed to take forward a 'hosts panel' to a ct as a critical friend to assist the Registered Individual and Regist ered Manager when seeking hosts and citizens views on policies, i deas and proposed service developments. The new Registered Manager undertook a number of home visits to hosts and citizens to introduce himself and seek their views on t he service. Throughout the planning, assessment, provision and review stage s of the placement process, the person using the service is at the centre. Individuals are encouraged to fully participate and say wh at is important to them.

Communicating with people who use the service

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

Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Actively listening to the voice of the person using the service is of paramount importance and starts from the point of initial cont act with Adult Placement. The service is based on providing life experiences in a homely environment that acknowledges the ne ed to offer people community presence, increased self-reliance , independence, dignity and freedom of choice to promote their physical and mental well-being. These principles are actively pr omoted by Adult Placement staff to ensure that hosts are aware of the importance of supporting people in a way that enables th em to express their wishes, needs and aspirations for the future . The 'Adult Plan' has been developed over the period of the last year with further adjustments in the last six months. It is now call ed an 'About Me' plan and wherever possible written in collabor ation with the person, their family/advocate to ensure in is owne d by them and reflects their ambitions, likes, dislikes, and tells a story about their lives. Project workers continue to develop their skills in this area and of course, each plan is unique and so eac h plan is a new and exciting challenge for everyone! A survey was conducted between May – July 2022 with hosts a nd an easy read survey for people living in or using APS servic es. In September 2022 a 'You said – We did' postcard was prov ided to all participants outlining actions taken following their fee dback along with the final report. People told us that they felt in volved in all aspects of their care and support, have choice ove r the activities and events they attend and felt safe and support ed by hosts and APS staff. Both hosts and the people they sup port told us they would like more opportunities for face-to-face social gatherings and information provided in a range of format s; written, pictorial, film and verbal. Meetings with APS Hosts took place on two occasions on-line wi th the discussion and action points summarised in a post event email to all Vale and Bridgend hosts. Hosts were invited to cont act the Responsible Individual and Registered Manager if they wished to discuss any of the points raised. As a result of listening to people, a service development plan h as been devised, one aspect of which is to increase the numbe r of engagement activities over the next year, to support hosts and citizens coming together to have fun and share their knowl edge experiences.

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.	Well-being of both hosts and people living with them are essent ial to the success of the scheme. Over recent years this has be en particularly challenging with restrictions due to Covid and th ese have had a lasting impact for some, with hosts retiring earli er than they possibly would have done and some arrangements ending. This has meant that increasing the number of hosts is a key priority over the next six months. Hosts are allocated a project worker and anyone requiring urge nt practical or emotional support will e mail or call APS directly o r get in contact with us via the out of hours social work duty tea m. The manager is notified of any issues affecting the ongoing health and wellbeing concerns at regular supervision and team meetings. Project workers maintain contact with people and thei r hosts, either on a daily or weekly basis where there are signifi cant ongoing health or wellbeing concerns until the situation is managed. Health related conditions, for example needs such as epilepsy or mobility, may have specific plans and risk assessme nts in place where health colleagues provide support and advic e. All project workers monitor that medical appointments are att ended, and outcomes recorded in case notes. Project workers carry out Annual Reviews, Risk assessment rev iews, About Me reviews and visits to monitor the various aspect s of people's development and wellbeing. These are monitored regularly with the managers and discussions held and recorded . Any accident or incidents are reported, recorded, and investiga ted. The outcomes of these are forwarded to the relevant healt h and safety department for monitoring and advice. In addition t o this, the team will discuss any learning and required changes as a response to issues raised and monitor progress through s upervision and team meetings. Once recruited as a host the importance of matching people to gether, having appropriate information available and adequate support are all critical to the wellbeing of everyone involved. Thi s is why the core values of the service are: • Respectful and sensitive; we want to make a difference. • Trust, open minded, we want people to feel safe. • Aspirational for others, for the service we provide and for ours elves. • Inclusive all people are involved, and everyone matters.

The extent to which people feel safe and protected from abuse and neglect.	The Adult Placement/Shared Lives scheme staff and hosts mus t complete mandatory safeguarding training; this is now deliver ed on-line via the local authorities training systems to staff and hosts. All staff have the Wales Safeguarding Procedures app d ownloaded on to their mobile phone and have completed a revi ew of all hosts to ensure they too have access to the informatio n via the app. This app provides an instant reference point to c heck the essential roles and responsibilities for practitioners in safeguarding children and adults. Safeguarding individuals and the hosts responsibilities under the legislation, form part of the recruitment and selection process, on-going training, and super vision sessions. All DBS's checks are in place and up to date for hosts in Bridge nd and the Vale. This is monitored by the APS administrative of ficer and all project workers have been trained to check DBS ev idence for authenticity. Hosts training is now coordinated by the social services training departments in the Vale of Glamorgan and Bridgend. All hosts now have access to online training as well as continued face-to face training. This will enable the RI and RM the greater oversig ht of content and delivery of the training and ensures a consist ent standard. The individuals Well-being Assessment and Care and Support Plan is accompanied by a Risk Assessment at the point of refer ral. This ensures that the Project Worker is aware of any risks o r safety issues relating to the individual at the earliest stage. If t he arrangement proceeds, individual risk assessments specific to keep the individual or others safe, will be discussed as part o f the transition plan and drawn up prior to placement. Reviews of an individuals risk assessments takes place as a minimum, a nnually, with the case manager, host, project worker and individ ual. The RM meets regularly with other social services managers to review and work collaboratively and to problem solve situations as they occur. The RM will attend multi-disciplinary team meetin gs with project workers to support the ongoing management of significant changes in peoples live. In accordance with Regulation 41 of Parts 2-16 of the Adult Pla cement Services (Service Providers and Responsible Individua ls) (Wales) Regulations 2019 the RI and RM inform CIW of all n otifiable incidents and work closely with Safeguarding teams in t he Vale of Glamorgan and Bridgend when there is a need to do so.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9.62

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

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

Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Of the 3 Health and Safety , 1 =fire training , 2= as bestos Data Protection = 8 Content Manager Record System=5 Armed forces covenant=5 Motivational interviewing =1 Assisted Technology for people with sensory impair ment -1 Mental capacity assessment and best interest decis ion -1 Improving peoples outcomes for people with a learn ing disability-1 Back to basics safeguarding practice-1 Team building day-9 All age carers -1 creating a digital culture -1 Fusion training -5 Open University Introducing Health & Social Care (K102) & Foundation for Social Care & Social work practice (K123), Age, Death , Bereavement and dying-1 I Dev (training system)-6

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0

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

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

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Higher Administrative Officer- To undertake admin r esponsibilities of the service.

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	data protection-1

Contractual Arrangements

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

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

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

Staff Qualifications

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