

# 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:	Values in Care Ltd
The provider was registered on:	22/05/2018

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

The regulated services delivered by this provider were:	Westwood Drive	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/05/2018
	Responsible Individual(s)	Gary Thompson
	Manager(s)	Katerina Zlamalova-Brown
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service
	Fairview house and White Cottage	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/05/2018
	Responsible Individual(s)	Gary Thompson
	Manager(s)	Lydia Evans
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Graig Llwyd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/05/2018
	Responsible Individual(s)	Gary Thompson
	Manager(s)	Jennifer Jenkins
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	Green Gables	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/05/2018
	Responsible Individual(s)	Gary Thompson
	Manager(s)	Hannah Willcox
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service

Pen Y Fai House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Hannah Willcox
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Prince Llewellyn Farm	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Katerina Zlamalova-Brown
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Sunnyhill	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Naomi Davies
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
21 Towyn Way	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Donna Nicholas
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
The Old Vicarage	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Naomi Davies
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Cornel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018

Responsible Individual(s)	Gary Thompson
Manager(s)	Stephen Robinson
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Bramble Cottage	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Ger Y Nant	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Maes Y Bryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Stephen Robinson
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Maes Y Rhyddid	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Karla Williams
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Tyn Y Wern	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Hannah Willcox
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Pen y Coed	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/08/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Leigh Burgess
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

80 Westwood Drive	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/07/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Katerina Zlamalova-Brown
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Values in Care - Domiciliary Cardiff and the Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/01/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Gareth Carter
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Values in Care - Domiciliary Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/01/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Gareth Carter
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Saer Coed	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	22/07/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Kelly Powell
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year, the recruitment process has consisted of indeed, word of mouth and refer a friend, the onboarding process has been managed through the safe screening process in line with RISCA guidelines. There are many incentives in place to aid retention such as, training bonus, refer a friend bonus, retention bonus paid at month seven, salary sacrifice scheme, monthly supervisions, training opportunities and career progression pathways.

#### Service Profile

##### Service Details

Name of Service	21 Towyn Way
Telephone Number	01443218725
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Makaton

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	1847.86
The maximum weekly fee payable during the last financial year?	2140.71

##### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Town Way has an outside garden area that the people we support can access at all times. This consists of an area of decking which is covered and has seating, a green house and grassed areas, with benches and a seating area. It has a locked gate at the side entrance for safety and can also be accessed via the main kitchen area.
Provide details of any other facilities to which the residents have access	N/A

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place from the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individual's communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeo to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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

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

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	8
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	2

No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 8pm x 4 Daily 8pm -8am 2 x Nightly
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	80 Westwood Drive
Telephone Number	01443809355
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	3870.02
The maximum weekly fee payable during the last financial year?	3870.02

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Use of drive and grounds at the front of the house.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development such as money handling, interaction skills, social skills and cookery skills.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People are supported through various forums and processes to ensure they have choice about their care and support, this has included review meetings with family present if requested by the person, house meetings, care plans are person centred and evidence choice.</p> <p>There are vocational plans in place which detail person interests and opportunities to try new things through positive risk taking.</p> <p>Inclusive communication tools are in place at the home including Widgeit for menu choices, activities and ad-hoc activities. Outcomes for the person are clearly identified and showcased through pictures and reports</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>There is access to general health care facilities in the community, promoting autonomy and independence in this area, all medical appointments have been attended to ensure the ongoing support of good health.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The persons who live at the home appear happy, safe and confident with their support, due to capacity they were unable to explain the extent of this however care plan notes, feedback from family and significant people in the persons life felt the person was safe.</p> <p>Individuals are supported to express their feelings as part of everyday support, this is supported by a communication profile so that staff members would know if a person was acting in a way that may indicate they felt unsafe.</p> <p>There is a service user guide in place which provides details of the complaints procedure as well as details of the CIW if the person or family member wishes to raise concerns</p> <p>There is training in place for all staff to understand their roles and responsibilities in terms of safeguarding vulnerable adults</p> <p>There are robust safeguarding procedures in place, the staff team discuss this as part of team meeting, supervisions, the management team are supportive and approachable. The recent audits show how the staff team ensure they adhere to the company policies.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individual, there is bespoke furniture in place which is robust and ensures the safety of the individual, there is ample space inside and outside the home for the person to meet all their daily needs, there has been lots of positive risk assessment and restriction reduction to increase independence particularly in the kitchen area of the home, the individual is now able to safely make drinks for guests.</p>

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

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	4.20
--------------------------------------------------------------------------------	------

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

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

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

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

#### Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes
---------------------------------------------------------	-----

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----



Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
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

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>day shift: 9-5 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 1 staff</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>7</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>3</p>
<p>Health &amp; Safety</p>	<p>7</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>7</p>
<p>Infection, prevention &amp; control</p>	<p>7</p>
<p>Manual Handling</p>	<p>7</p>
<p>Safeguarding</p>	<p>7</p>
<p>Medicine management</p>	<p>7</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>7</p>
<p>Food Hygiene</p>	<p>7</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&amp;DP, Learning Disabilities, MCA&amp;DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>4</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>3</p>

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 9-5 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 1 staff
-------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3

Domestic staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Catering staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Other types of staff

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

#### Service Profile

##### Service Details

Name of Service	Bramble Cottage
Telephone Number	01443822709
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

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

#### Fees Charged

The minimum weekly fee payable during the last financial year?	2849.14
The maximum weekly fee payable during the last financial year?	3867.92

#### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	All residents have access to patio areas with BBQ facilities, as well as patio furniture additional seating under a pergola surrounded by well kept lawn areas. In addition to this we have flowered beds and shrubs surrounding the outside space.
Provide details of any other facilities to which the residents have access	No other facilities on site - however all residents access community based facilities on a daily basis including the Hub that provides daily activities, social events and lifestyle skill building

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people require support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeo to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

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

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

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

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

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy
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	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)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 staff working 8am-8pm + 11pm-8am Sleeping shift 1 staff working 10-4pm - Mon-Fri 1 staff working 8-6pm daily
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
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Fairview house and White Cottage
Telephone Number	01443421813
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

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

#### Fees Charged

The minimum weekly fee payable during the last financial year?	2486.32
The maximum weekly fee payable during the last financial year?	3707.69

#### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden Cabin area for activities
Provide details of any other facilities to which the residents have access	None

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people require support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p> <p>One person was attending college and had done for some years and had made some lifelong connections with like minded individuals.</p> <p>Another individual was supported to make traditional foods associated with their religious beliefs but a healthier version due to some health issues, the individual was also supported on a routine basis to discuss their concerns with a linguist that spoke their first language</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p> <p>The home has a purpose built sensory room outside the home which the people we support thoroughly enjoy, the additional space has been welcomed by all.</p> <p>There is also an allotment a few 100 metres away from the home which the people we support use to grow their own produce.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 13

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

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

Staff Type

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

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

No. of full-time staff (35 hours or more per week)	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Live Saving Care Planning

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

No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Care Plan training Epilepsy
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	12 hr shifts (40 hrs)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	16
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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	0
Safeguarding	14
Medicine management	12
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support
Contractual Arrangements	
No. of permanent staff	16
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)	13
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hrs a day / sleep 4 hrs daily
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Ger Y Nant
Telephone Number	01443411253
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

#### People Supported

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

#### Fees Charged

The minimum weekly fee payable during the last financial year?	2927.12
The maximum weekly fee payable during the last financial year?	4382.49

#### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There's a large garden with a patio seating and also gazebo area. Annex where the resident complete arts and crafts, a jukebox to listen to music also a projector.
Provide details of any other facilities to which the residents have access	There is a garden swing

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Ipad is used to promote choice through communication allowing the individual to part of the choice making process. A now and next book is provided to support individuals to transition between activities

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 16

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Basic Life Support Communication Equality & Diversity Fire safety GDPR and data protection Learning Disabilities MCA & DOLS Mental Health Awareness Nutrition and Hydration Oral Health Person Centred Care Swanton Ethos	
Contractual Arrangements		
No. of permanent staff	14	

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)	11
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 to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Communication Equality & Diversity Fire safety GDPR and data protection Learning Disabilities MCA & DOLS Mental Health Awareness Nutrition and Hydration Oral Health Person Centred Care Swanton Ethos

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Communication Equality & Diversity Fire safety GDPR and data protection Learning Disabilities MCA & DOLS Mental Health Awareness Nutrition and Hydration Oral Health Person Centred Care Swanton Ethos
-------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Contractual Arrangements</b>
---------------------------------

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

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

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

<b>Staff Qualifications</b>
-----------------------------

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

<b>Nursing care staff</b>
---------------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

<b>Registered nurses</b>
--------------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

<b>Senior social care workers providing direct care</b>
---------------------------------------------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

<b>Other social care workers providing direct care</b>
--------------------------------------------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

<b>Domestic staff</b>
-----------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

<b>Catering staff</b>
-----------------------

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Other types of staff
----------------------

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

No
----

## Service Profile

### Service Details

Name of Service	Graig Llwyd
Telephone Number	01443405705
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual 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?
------------------------------------------------------------------------------------------------------

6
---

### Fees Charged

The minimum weekly fee payable during the last financial year?
----------------------------------------------------------------

2871.54
---------

The maximum weekly fee payable during the last financial year?
----------------------------------------------------------------

4160.17
---------

### 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?
------------------------------------------------------------------------------------------------------------------------------------------

Discussions are had in house meetings, 1:1 meetings and also re view meetings.
--------------------------------------------------------------------------------

### Service Environment

How many bedrooms at the service are single rooms?
----------------------------------------------------

6
---

How many bedrooms at the service are shared rooms?
----------------------------------------------------

0
---

How many of the bedrooms have en-suite facilities?
----------------------------------------------------

4
---

How many bathrooms have assisted bathing facilities?
------------------------------------------------------

0
---

How many communal lounges at the service?
-------------------------------------------

1
---

How many dining rooms at the service?
---------------------------------------

2
---

Provide details of any outside space to which the residents have access
-------------------------------------------------------------------------

Outside garden space and patio area
-------------------------------------



Provide details of any other facilities to which the residents have access	Sensory room separate from the home.
----------------------------------------------------------------------------	--------------------------------------

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individual's communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeo to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>21</p>

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

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Buccal Midazolam, Epilepsy, Basic Life Support, Care planning.

#### 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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Nursing care staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Registered nurses

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Senior social care workers providing direct care

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	22
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Basic Life Support, Care Planning & Epilepsy
<p>Contractual Arrangements</p>	
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	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-8/20-8 minimum 6 staff/maximum 8 staff/3 staff at night.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18

No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Green Gables
Telephone Number	01656 720809
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	3197.47
The maximum weekly fee payable during the last financial year?	4521.09

##### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to take in the interview process of support staff, including completion of satisfactory survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 visits.
------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Green Gables consists of the main property with a single service (Pen Y Nant Lodge) an additional outbuilding used as a sensory/activity room set within the large and spacious grounds. The grounds have a large grassed area that is maintained regularly, there is also a trampoline on the grounds.
Provide details of any other facilities to which the residents have access	The property has easy access to major cities, beaches, forestry with Cardiff in one direction and Swansea in the other direction as well as other places of interest. More locally there is access to Bryngarw Park, Bedford Parc and Parc Slip Nature Reserve, McGarthur Glen outlet, Ogmores riding centre, Local Leisure centres in Ynysawrde and Maesteg. Porthcawl is a short drive away for walks along the coast and other seaside attractions.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, communication file, now and next, body language, eye contact

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns. Each individual's communication plan provides details on how they would communicate if they are upset or felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally. All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people. The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>19</p>

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

<p>Staff Type</p>	<p>Service Manager</p>
-------------------	------------------------

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

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

#### Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Communication, Fire safety

#### 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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Communication, Fire safety
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	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?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Maes Y Bryn
Telephone Number	01443413499
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	2758.10
The maximum weekly fee payable during the last financial year?	3446.17

##### 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	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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.
------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is a large space with extensive gardens it is a safe environment with the individuals all being compatible. This has been assessed using compatibility assessments to assess suitability. The home also has a large decked area, with an Annex which contains a TV sensory area pool table, games and art and crafts areas.
Provide details of any other facilities to which the residents have access	The individuals in the home have access to the sensory room which is on site as well as the Hub vocational facility which is in the nearby village of Cilfynydd

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Now and next boards this supports individuals to transition between activities without increased anxieties, Communication passports are used and reviewed within MYB.

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns. Each individual's communication plan provides details on how they would communicate if they are upset or felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally. All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people. The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15.90</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>
-------------------	------------------------

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	0
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Pecs
<p>Contractual Arrangements</p>	
No. of permanent staff	15
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes



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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Pecs

#### Contractual Arrangements

No. of permanent staff	15
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)	9
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peccs
Contractual Arrangements	
No. of permanent staff	15
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8AM-8PM 8AM-9PM, SLEEP X1, 9-5 X1, NIGHT WAKING 8PM-8AM
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	15
No. of posts vacant	3
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peccs
<b>Contractual Arrangements</b>	
No. of permanent staff	15
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)	9
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

8AM-8PM 3,  
8AM-9PM, X1  
SLEEP X1,  
9-5 X1,  
NIGHT WAKING 8PM-8AM  
6 STAFF DURING 8AM-8PM

Staff Qualifications

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

13

No. of staff working towards the required/recommended qualification

2

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

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

No

Service Profile

Service Details

Name of Service	Maes Y Rhyddid
Telephone Number	01443405048
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

5

Fees Charged

The minimum weekly fee payable during the last financial year?

2758.10

The maximum weekly fee payable during the last financial year?

4134.01

## 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

## Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outside grounds with multiple gardens. Outdoor area with trampoline and swing area.
Provide details of any other facilities to which the residents have access	Activity room in separate dwelling. Sensory room in separate dwelling.

## Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	widgits, social stories, visual scheduling

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	17
--------------------------------------------------------------------------------	----

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

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

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

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



No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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
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.	3 x 12 hour shift + 1 sleep in shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
Contractual Arrangements	
No. of permanent staff	13
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)	10
No. of part-time staff (17-34 hours per week)	3
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.	3x 12 hour shift + 1 sleep in for full time staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Pen y Coed
Telephone Number	01495212712
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

#### Service Provision

##### People Supported

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

#### Fees Charged

The minimum weekly fee payable during the last financial year?	2424.09
The maximum weekly fee payable during the last financial year?	4817.69

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	monthly meetings are held with every person we support which find out what each person likes and dislikes and what they want to change and what they want to stay the same. this meeting uses what communication system the person uses such as PEC's and makaton. this is then recorded on each person monthly review which also then feeds into each persons 6 monthly review.

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	front garden space has parking available for each persons car and staff members cars. the garden has been landscaped and the back garden contains a moveable pool, a fixed swing for all the people we support to use. We are also creating a vegetable patch at the back of the garden.
Provide details of any other facilities to which the residents have access	each person we support has access to a sensory room where a number of activities take place. this includes

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	19
--------------------------------------------------------------------------------	----

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

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

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

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

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



Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	15
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peg training
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5

No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	shift pattern = 8-8, 10-10, sleep-in and wake-in average number of staff per shift 7
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Pen Y Fai House
Telephone Number	01656729885
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	4544.61
The maximum weekly fee payable during the last financial year?	4544.61

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to take in the interview process of support staff, including completion of satisfactory survey. in relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 visits.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	At Pen Y Fai house there is a back garden that consists of table and chairs on a patio area to sit out in the summer time, or dry weather. There is a lawn that is maintained regularly, with flower beds. There is an outside shed to store all recycling items. At the front of the property is drive way with a small stoned area and flower beds.
Provide details of any other facilities to which the residents have access	The property has easy access to major cities, beaches, forestry with Cardiff in one direction and Swansea in the other direction as well as other places of interest. More locally there is access to Bryngarw Park, Bedford Parc and Parc Slip Nature Reserve, McGarthur Glen outlet, Ogmoredale riding centre, Local Leisure centres in Ynysawrde and Maesteg. Porthcawl is a short drive away for walks along the coast and other seaside attractions.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	5
--------------------------------------------------------------------------------	---

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

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

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

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

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

#### Service Profile

##### Service Details

Name of Service	Prince Llewellyn Farm
Telephone Number	01443412208
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	2216.34
----------------------------------------------------------------	---------



The maximum weekly fee payable during the last financial year?	3739.96
----------------------------------------------------------------	---------

#### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Summer house with a pool table and and TV unit, pagola area for enjoyment during the summer, horticulture project located next to the home, extensive grounds with seating area and area to enjoy outdoors sports during the summer time.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development such as money handling, interaction skills, social skills and cookery skills.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14
--------------------------------------------------------------------------------	----

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

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

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

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

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
<b>Contractual Arrangements</b>	

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	day shift: 09.00-20.00 x 1 staff day shift: 08.00-20.00 x 3 staff day shift: 07.00-19.00 x 2 staff sleep in shift: 20.00-08.00 x 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	14
No. of posts vacant	5
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	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
<b>Contractual Arrangements</b>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 09.00-20.00 x 1 staff day shift: 08.00-20.00 x 3 staff day shift: 07.00-19.00 x 2 staff sleep in shift: 20.00-08.00 x 2 staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	7
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Vocational services - Supporting individuals across the organisation in all aspect of Education, leisure, and social needs based on individual and or group sessions on a daily basis  Estates team members - Supporting all homes across Values in Care to maintain a high standard environment with both planned maintenance and reactive works on a daily basis.
<b>Filled and vacant posts</b>	
No. of staff in post	9
No. of posts vacant	1

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Estates team members - complete training in line with Health & Safety Compliance

#### Contractual Arrangements

No. of permanent staff	9
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)	9
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	5
No. of staff working toward required/recommended qualification	4

### Service Profile

#### Service Details

Name of Service	Saer Coed
Telephone Number	01633493044
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	



## Service Provision

### People Supported

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

### Fees Charged

The minimum weekly fee payable during the last financial year?	3447.64
The maximum weekly fee payable during the last financial year?	5519.08

### 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?	N/A

### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large outdoor garden and patio
Provide details of any other facilities to which the residents have access	Sensory room

### Communicating with people who use the service

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

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 19

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

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-8/20-8 2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	19
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	

No. of permanent staff	14
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)	11
No. of part-time staff (17-34 hours per week)	3
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.	8-8/20-8 8 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Sunnyhill
Telephone Number	01656670836
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

## Service Provision

### People Supported

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

### Fees Charged

The minimum weekly fee payable during the last financial year?	5102.09
The maximum weekly fee payable during the last financial year?	5102.09

### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Support and consultation visits also take place with the individuals Responsible Person Representative. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Sunny Hill has a patio to the front of the property, leading onto the gravelled driveway and just beyond that is an adequately sized garden. The bungalow has views out over the local fields.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational developments such as money handling, interaction skills, social skills and cookery skills.

### Communicating with people who use the service

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

### Statement of Compliance



The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 4.37

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Behavioural Support, Oral health, Nutrition, Basic Life Support, Communication Documentation & Reporting, Mental Capacity & DoLS, PBS ABMU Train the trainer, Active support	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Nursing care staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Registered nurses

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
---------------------------------------------------------	-----

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Behavioural Support, Oral health, Nutrition, Basic Life Support, Communication Documentation & Reporting, Mental Capacity & DoLS
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00-20:00 20:00-23:00 - Sleep - 07:00-08:00 08:00-17:00
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2

Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Behavioural Support, Oral health, Nutrition, Basic Life Support, Communication Documentation & Reporting, Mental Capacity & DoLS
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00-20:00 20:00-23:00 - Sleep - 07:00-08:00 08:00-17:00
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	The Old Vicarage
Telephone Number	01656 841508
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have a number of welsh speaking staff within the service.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2784.60
The maximum weekly fee payable during the last financial year?	3804.97

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service is in a rural location with a large outdoor space. Within the garden we have a large trampoline, swing set and balance beam.
Provide details of any other facilities to which the residents have access	There is a conservatory leading from the dining room. In the garden we have a separate summer house, which houses a multi-functional room that is used as a sensory room, arts and crafts and educational 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	We utilise a system called widget, where we can develop specific communication tools to support the individual ie. social stories, count down calendars.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people. The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.

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

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 13.70

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

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

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



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

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support, Communication document and reporting, Diabetes, GDPR, Learning Disabilities, Mental Capacity Act & DoLS, Mental Health, Nutrition, Oral Health, Person Centred Care, Positive Behavioural Support,
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support, Communication document and reporting, Diabetes, GDPR, Learning Disabilities, Mental Capacity Act & DoLS, Mental Health, Nutrition, Oral Health, Person Centred Care, Positive Behavioural Support,

#### 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

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00-20:00 08:00-16:00 20:00-08:00 Sleep in shift
-------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	17
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	4
Dementia	0
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support, Communication document and reporting, Diabetes, GDPR, Learning Disabilities, Mental Capacity Act & DoLS, Mental Health, Nutrition, Oral Health, Person Centred Care, Positive Behavioural Support,
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	11
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00-20:00 20:00-08:00 08:00-16:00 20:00-23:00 Sleep 07:00-08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	2
Domestic staff	

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

#### Service Profile

##### Service Details

Name of Service	Ty Cornel
Telephone Number	01443451896
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	2
------------------------------------------------------------------------------------------------------	---

##### Fees Charged

The minimum weekly fee payable during the last financial year?	2699.34
The maximum weekly fee payable during the last financial year?	3049.27

##### 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?	Within the service we support individuals, engage in house meetings, attend regular review meetings, we encourage them to take part in the interview process of support staff, including completion of satisfaction surveys. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the responsible individual (RI) during Regulation 73 visits.

#### Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed garden with a garden shed the lower garden is lawn with a swing the upper area is a patio area where the people we support have barbecues and communal activities
Provide details of any other facilities to which the residents have access	There is a garage attached to the side of the house

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Now and next boards this supports individuals to transition between activities without increased anxieties

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening.</p> <p>Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services.</p> <p>Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions</p> <p>There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns.</p> <p>Each individual's communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond.</p> <p>There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeo to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.</p> <p>All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.</p> <p>Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in.</p> <p>Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people.</p> <p>The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas.</p> <p>There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>4.20</p>

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

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication training Pecs

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

#### Staff Qualifications

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

#### Deputy service manager

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Nursing care staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Registered nurses



Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-8pm sleep-in 9am -5pm
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-8pm Sleep in 9am-5pm

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1

#### Domestic staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Catering staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Other types of staff

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

## Service Profile

### Service Details

Name of Service	Tyn Y Wern
Telephone Number	01443790962
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

## Service Provision

### People Supported

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

### Fees Charged

The minimum weekly fee payable during the last financial year?	02821.42
The maximum weekly fee payable during the last financial year?	04827.20

### 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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to partake in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a gravel drive to the front of the property and a huge back garden which has been landscaped. The back garden also contains a trampoline for anyone to use if they would like to.
Provide details of any other facilities to which the residents have access	There is a sensory room but this is being redeveloped and redecorated at present. Once finished, the Hub manager Lucy will have input to develop this area to include arts and crafts, sensory section and technology area. The Hub in Values in Care will provide educational developments such as money handling, interaction skills, social skills and cookery skills.

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan.</p> <p>There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period.</p> <p>Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns. Each individual's communication plan provides details on how they would communicate if they are upset or felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally. All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people. The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>
-------------------	------------------------

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

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

Filled and vacant posts

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

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

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

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

Other supervisory staff

Does your service structure include roles of this type?	Yes
---------------------------------------------------------	-----

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	



Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	13
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	10
Infection, prevention & control	8
Manual Handling	13
Safeguarding	12
Medicine management	13
Dementia	0
Positive Behaviour Management	12
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-8 x5 and 2 sleep-in shifts and 1 wake-in
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Values in Care - Domiciliary Cardiff and the Vale
Telephone Number	01443862476
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

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

### Fees Charged

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

### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

During this financial year we are not supporting individuals under this registration this service is currently dormant

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 have not providing any services to individuals under this registration during this financial year. registration is currently dormant.
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.	We have not providing any services to individuals under this registration during this financial year. registration is currently dormant.
The extent to which people feel safe and protected from abuse and neglect.	We have not providing any services to individuals under this registration during this financial year. registration is currently dormant.

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) 0

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager is currently employed with the organisation in a PBS capacity, due to the service currently dormant

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

#### Deputy service manager

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### 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?	No

## Service Profile

### Service Details

Name of Service	Values in Care - Domiciliary Gwent
Telephone Number	01443862476
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

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

### Fees Charged

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

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We are not currently providing care under this registration. the service has been dormant during this financial year

### 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.	Services are currently dormant - we have not provided any are support during this financial period
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.	Services are currently dormant - we have not provided any are support during this financial period
The extent to which people feel safe and protected from abuse and neglect.	Services are currently dormant - we have not provided any are support during this financial period

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) 0

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

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

Staff Type

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager is currently employed in the PBS capacity with the organisation due to the service currently Dormant.

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

#### Deputy service manager

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### 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?	No
------------------------------------------------------------------------------------------------	----

Service Profile

Service Details

Name of Service	Westwood Drive
Telephone Number	01443414858
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3724.13
The maximum weekly fee payable during the last financial year?	3724.13

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Use of garden around the home with a seating area.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development such as money handling, interaction skills, social skills and cookery skills.



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)	Yes
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.

Each individual in the home has an assessment report which was carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centred care plan has been created with a supporting communication profile which details how the individuals communicate their choices, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant people in the persons lives, they are supported to create a "getting ready for my review" document which details their achieved outcomes, and further goals for the coming period. Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Liberty Protection Safeguard.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.

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

As part of visits to the home individuals are observed and asked how they feel about their home, their team and if they have any concerns. Each individuals communication plan provides details on how the person would communicate if they are upset or felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgeit to ensure inclusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally. All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns are acted upon.

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely feel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two people. The space inside and outside the home is generous, with plenty of areas for people to use to have some space from others they live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cooking, art and crafts, movie time or quieter areas for sensory activities.

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

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 4

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

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 9-4 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 1 staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children

#### Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 9-4 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 1 staff
-------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3

#### Domestic staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

#### Catering staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

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