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:	Accomplish group ltd
The provider was registered on:	25/07/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

The Haven

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/04/2020
Responsible Individual(s)	Emma Rees
Manager(s)	Donna Bassett
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Bakelyn Lodge

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	
Manager(s)	Michelle Miller
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Cae Eithin

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/08/2018
Responsible Individual(s)	
Manager(s)	Michelle Miller
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

College Fields

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Shane Pocock
Manager(s)	Julie Young
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Dyfan Court

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Sarah Samad
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ffordd Newydd

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Jessica Thompson
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Gelli Ceirios

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Anthony Roberts
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Grove View

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/07/2018
Responsible Individual(s)	
Manager(s)	Victoria Morgan
Maximum number of places	9
Service Conditions	There are no conditions associated to this service

Kington House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018
Responsible Individual(s)	Shane Pocock
Manager(s)	Ffion Jones
Maximum number of places	11
Service Conditions	There are no conditions associated to this service

Landsdowne Gardens

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018

Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Lacey Brennan
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Llys Afon

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Rachel Wells
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Howells Road

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	
Manager(s)	Sarah Callingham
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Mond Court Apartments

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Rebecca Jeremiah
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Park Avenue

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Mark Thomas
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Pen Bryn

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Louise Krol
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Princes Court

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Nicolle Robertson
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Taith Cartref

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/10/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Lucy Nicholls
Maximum number of places	13
Service Conditions	There are no conditions associated to this service

The Paddocks

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Joanne Griffiths, Joanne Griffiths
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Thompson Court

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Lacey Brennan
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Treeside

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/08/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Tom May
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Ty Arfryn

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018

Responsible Individual(s)	Emma Rees
Manager(s)	Kim Gronow
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Bradwen

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Mark Thomas
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Gobaith

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Chloe Light
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Llewellyn

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Corrin Connors
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Ty Melyn

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Rachel Wells
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Bryn Irfon

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Cae Deri

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	Jemma Richards
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Cedar House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/08/2018
Responsible Individual(s)	
Manager(s)	Claire Lewis
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Cildewi

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Glan y Felin

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Stephanie Tester
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Gwynfryn

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Hollie Gooding
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Hazeldene

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018

Responsible Individual(s)	
Manager(s)	Wendy Kent
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Isfryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Cheryl Carmichael
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Oakhill	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	
Manager(s)	Clare Whomes
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Rose Cottage	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Tom May
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Rosewood	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	
Manager(s)	Sarah Callingham
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

The Willows	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	
Manager(s)	Samantha Young
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Trevelyan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	Brian Williams
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Camlas	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Hayley Thomas
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Accomplish Supported Living -Cardiff	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/08/2018
Responsible Individual(s)	
Manager(s)	Patricia Davies
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Accomplish Supported Living - Swansea.	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/08/2018
Responsible Individual(s)	
Manager(s)	Patricia Davies
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	- The recruitment of staff is completed at service level but oversight and governance is in place centrally. The service will complete interviews and gather the required information to ensure SCW and fitness of staff. This is then signed off by the responsible individual and the recruitment & Compliance team. - Turnover is monitored monthly by the Responsible Individual and central team, and the service complete a semi-annual review of quality which reviews leavers information.

Service Profile

Service Details

Name of Service	Accomplish Supported Living - Swansea.

Telephone Number	01792763880
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 hourly rate payable during the last financial year?	14.51
The maximum hourly rate payable during the last financial year?	16.73

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?	Feedback is gained from PWS through bi-monthly tenant meetings. Information is shared throughout these meetings. The opportunity is presented for PWS to share their opinions and make suggestions for improvements or to advise on things that are important to them. This helps to shape the service through co-production. Opportunity provided to speak to RI during visits every three months. All issues and concerns are acted upon and addressed. Equally what is working well is shared with the teams. All PWS have monthly keyworker meetings on a 1-1 basis where people are consulted and topics can be discussed in further detail.

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

> 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.	When our quarterly feedback surveys were completed for the January- March 2023 period, we received three responses. 3/3 people stated that they were either very satisfied or satisfied when asked " How satisfied are you that you feel your voice is heard and you have a choice about your care and support and opportunities are made available to you?" Accomplish ensure that all plans are created with the individual to ensure that their voice is heard in regard to how they want to be supported. This includes being encouraged to read their plans and to add in any additional information that they wish. PWS teams/ advocates are consulted where there are capacity issues and the individual remains to be the primary focus to ensure a holistic approach to support is maintained. Monthly keyworker meetings are held to set goals to ensure that PWS are supported to access all opportunities they wish to pursue. All PWS are encouraged to pursue meaningful activities to include occupational, educational, recreational and voluntary positions.
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.	When our quarterly feedback surveys were completed for the January- March 2023 period, 2/3 people stated that they were either very satisfied or satisfied when asked "To what extent do you feel happy and supported to maintain your on-going health and wellbeing?" Accomplish promote the independence of all people we support to ensure that both their physical and mental health is maintained by ensuring access to physical and mental health support. All PWS develop a meaningful activity planner that captures activity of interest and promotes wellbeing. Monthly keyworker goal setting ensures that independence is promoted and goals are identified. Referrals for additional support are requested when required to ensure that we provide a holistic and person-centred approach to care for those we support. Additional support is identified through regular review meetings with the PWS, their advocate (where required), mental/physical health team reviews and family and friends (with the consent of the PWS).
The extent to which people feel safe and protected from abuse and neglect.	When our quarterly feedback surveys were completed for the January- March 2023 period, 3/3 people stated that they were either very satisfied or satisfied when asked " To what extent do you feel safe and protected from abuse and neglect?" PWS are asked daily about how they feel during their 1-1 welfare chats. Any issues are quickly identified and addressed. The Registered manager who oversees the service will visit at least once per week and will also provide additional 1-1 welfare checks with PWS to ensure that all feel safe and supported within the service. The RI of the company regularly visits the services and reminds PWS that they are able to raise any concerns and are provided with information on how to do this. Private 1-1 time with RI is offered so that any concerns or compliments can be discussed freely. All reported concerns are investigated in a timely manner and appropriate action is taken where needed.

> 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	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.	Our registered manager currently holds her level 5 QCF in Health and social care management

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

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

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

Staff Qualifications	

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

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

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

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All services complete a training matrix that is specific to the clients individual diagnosis and needs. This training is then sourced and delivered to the staff teams. All training is recorded and tracked using the ELFY training platform

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1

No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1

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	Bakelyn Lodge

Telephone Number	01792413076
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	no other languages

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?	1548
The maximum weekly fee payable during the last financial year?	2058

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?	People we support meetings take place monthly at the service, these are chaired by a management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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	garden area with table and chairs patio are with BBQ equipment Large Summer house Smoke shed
Provide details of any other facilities to which the residents have access	vehicle available

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. - Individual choice on bedrooms - included in decisions about the home - choice of colour - included in choice of meals on menu - people we support meetings -Have you says days - people we support have advocates , and information about advocacy - involved in monthly keyworkers meetings- discussions on what working and not working - care team meetings -PCP approach to care and support
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. - OT involved within the home to support the people we support - dentition involvement -All registered with GP , and other health services -Supported to attend health appointments

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work - The staff team are trained in safeguarding, and how to report concerns - Provide information to the people we support -educate and support the people we support to safeguard themselves -Follow polices and producers in place on safeguarding -DOLS in place -staff aware of whistleblowing
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes -PCP approach to support and care treatment - Involve person we support , and give choice where possible -Provide a care plan to determine their needs , and support requirement to meet there needs -Goal setting - support people we support to achieve goals. -Encourage independence , community and social activities

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8

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

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

Staff Type	Service Manager

Does your service structure include roles of this type?	Yes

> 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.	

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	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.	ELFY courses studio 3 first aid

> Contractual Arrangements

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

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

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

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

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.	long day 8am till 8.30pm wake night 8.30pm till 8am

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	7
No. of posts vacant	0

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

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

Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ELFY courses first aid studio 3

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	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	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 - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 2 Night time wake support working staff: 1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support workers key worker

Filled and vacant posts

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	ELFY home specific tarining Studio 3 training UCP

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Bryn Irfon

Telephone Number	01591610396
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?	8

Fees Charged

The minimum weekly fee payable during the last financial year?	938.49
The maximum weekly fee payable during the last financial year?	3084.54

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large enclosed garden to rear of the property
Provide details of any other facilities to which the residents have access	we provide a house vehicle

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.

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15

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.	finance training

Contractual Arrangements

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

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

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

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

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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.	8:30 - 9pm 1 senior support worker / shift leader

Staff Qualifications

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

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

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

Filled and vacant posts

No. of staff in post	20
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	4
Health & Safety	7
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	17
Safeguarding	11
Medicine management	8
Dementia	0
Positive Behaviour Management	10
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	7
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.	8:30am-9pm - 5 support staff 9pm-8:30am -1 x wake night 11pm - 7am - sleep in

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	No

Catering staff

Does your service structure include roles of this type?	No

Other types of staff

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

Service Profile

Service Details

Name of Service	Cae Deri

Telephone Number	01792873786
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10

Fees Charged

The minimum weekly fee payable during the last financial year?	1353
The maximum weekly fee payable during the last financial year?	2425

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	0
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	A large rear garden plus a seating area at the front of the property
Provide details of any other facilities to which the residents have access	There is a large summer house to the rear of the property

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

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The individuals living at the service have regular opportunities to speak up, including regular mtgs with key workers and the opportunity to attend clients mtgs. Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
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.	Individuals are well supported and are given the opportunity to attend voluntary or paid employment. There are given opportunities to develop friendships out side of the home. They are able to attend Crest training centre, access the gymnasium. Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18

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	19
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.	Palliative care

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

> 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	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.	Palliative care

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

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

Contractual Arrangements

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

Staff Qualifications

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

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	18
No. of posts vacant	4

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

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

Induction	8
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	18
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life care, substance misuse, Introduction into Mental Heals, Introduction into Learning disability, Introduction to Autism, fluid and nutrition, Fire safety, positive culture.

Contractual Arrangements

No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	15
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.	Day staff work the hours of 8.30 am-9pm. During the day there are between 4-5 staff members per day. Wake night staff members work 9pm- 8.30am, For the needs of the service staff occasionally undertake sleep nights(The staff member will remain in the service and retire to bed in the sleepnight room at 11pm-7am and be called incase of emergencies. At night there are 3 wake night staff on duty.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	14

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	Cae Eithin

Telephone Number	01792 794602
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

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?	1777
The maximum weekly fee payable during the last financial year?	1874

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.
	Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.
	Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.
	All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	0
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	large garden with patio, table and chairs Smoke shed In the process of building a summer house
Provide details of any other facilities to which the residents have access	NA

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. -people we support feel supported by a experienced long serving staff team. Feel safe due to the continuity of the team. - Staff trained and follow policies procedures the provide a safe and transparent culture. - provide information for the people we support to report concerns. - Staff work with the people to educate them on risks

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. -PCP approach to care and support - keyworker meetings - People we support meetings -involved in care plans , multi disciplinary meetings -recovery star, - achieving goals

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	1
Health & Safety	1
Equality, Diversity & Human Rights	11
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.	ELFY training courses Managers induction Studio 3

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	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.	

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.	Long day 8.30am till 9pm Short shift 11.00am to 4pm wake night 9pm to 8.30

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	6
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	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.	long day 8.30pm till 9pm short shift 11am till 4pm wake night 9pm till 8.30pm

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	0

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	Cedar House

Telephone Number	01639633091
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11

Fees Charged

The minimum weekly fee payable during the last financial year?	1300.04
The maximum weekly fee payable during the last financial year?	2866.00

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	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	Front Garden Side of home
Provide details of any other facilities to which the residents have access	vehicle available

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	Yes
List 'Other' forms of non-verbal communication used	Electronic assisted Ipad (AAC)

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All care plans are tailored to suit the needs of the individuals. We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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)	31

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

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

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

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

Filled and vacant posts

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

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

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

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

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

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	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	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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	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

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

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	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.	Roughly every 6 weeks, Senior support workers will do supernumerary hours in the office supporting the home manager

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

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

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

Filled and vacant posts	
No. of staff in post	19
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	5
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	17
Dementia	19

Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	19
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)	16
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.	There is 5 Staff on ground floor and 3 staff working on the first floor. This will be a mix of support workers/Senior Workers/Deputy Manager This will include supporting with personal care Community activties Supporting with meals

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	7

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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	0
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	0
No. of staff working toward required/recommended qualification	1

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Bank Staff support workers Help with Routines Work wake nights Help with community activities

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Cildewi

Telephone Number	01267 232788
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1528.00
The maximum weekly fee payable during the last financial year?	2478.00

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	We have a garden area where all individuals are able to sit and relax. We have a planted area where individuals are able to grow food items.
Provide details of any other facilities to which the residents have access	We have a summer house that all individuals that we support have access to, this room is generally used to complete activities of their choice. communal lounges/ dining rooms/ kitchen area

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each of the residents have a choices to take part in a monthly r esident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of t he residents have input with their care plan and what activates t hey take part on each day. All residents are listened to if they f eel they have concerns or issues, these can be taken to the ma nager on their behalf or the resident can speak to the manager themselvesIndividuals are supported and involved in their care and treatment reviews with care teams/home manager where g oals are discussed and what they would like to achieve/work to wards their independence and future. 1:1 support from keyworkers and 6 month person-centered revi ews are prepared with the person, where possible. Discuss wha t is working/not working, what is important to the person now an d in the future.
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.	Each of the residents are supported to look after their health, p hysically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who wi ll administer medication in the correct manner and will respect t he wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them.Some of the current individuals at the service request that staff support them to org anise health care appointments, attend reviews and meeting's with care teams with support
The extent to which people feel safe and protected from abuse and neglect.	The home has a open culture and all staff are aware of how to r eport anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns a t anytime. Posters and easy read material on notice boards. Pe ople we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relations hip with their keyworkers and home manager where they are pr ovided with 1:1 talk time and opportunity to discuss any concer ns they may have
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved u pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how well people are achieving bedrooms are decorated to individual style and choice. Individu als have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11

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

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

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

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intro to mental health, Learning Disabilities, COVID

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intro to mental health, Learning Disabilities, COVID

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intro to mental health, Learning Disabilities, COVID

> Contractual Arrangements

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

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

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

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.	The typical shift patterns are start at 8.30am and end at 21.00pm There is an average of 3-4 staff working during the day and one of those would be a senior support worker or deputy manager. the waking night starts at 21.00 and ends at 8.30am

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

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

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

Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	4

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

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

Induction	6
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	7
Safeguarding	6
Medicine management	5
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intro to mental health, Learning Disabilities, COVID

Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	5
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)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The typical shift patterns are start at 8.30am and end at 21.00pm There is an average of 3-4 staff working during the day and one of those would be a senior support worker or deputy manager. the waking night starts at 21.00 and ends at 8.30am

Staff Qualifications

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

Telephone Number	02920569624
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1621
The maximum weekly fee payable during the last financial year?	2383

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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 space for recreational activities
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and activities

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

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.
	In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.
	All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
	Our most recent semi-annual survey responses are listed below;
	Do staff listen to your views and respect your rights? (Please explain)
	Yes, staff listen to me and it's in a respectful manner Yes, on a daily basis I can always speak to staff when I need to I don't know I'm not them Yes when I asked for more activities

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Do you feel you have a good quality of life? Please explain Yes, as I've a house to call home Yes, I have a good quality of life because I get free food and enjoyable activities Yes, I'm healthy and active, however sometimes I have problems Yes, I have a big clean comfortable house to live in Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little)? Yes, as I've got my own independence and support if needed Yes, I am receiving the right amount of support when needed and also, I have my independence Can't answer this one 'sorry' Yes, they help me do some cooking and help if I need it Are you able to further your skills, education and employment if you want to? Yes, I'm looking at education Yes, I have a voluntary job which could lead to something I will get a little 16-hour job in the future after I've moved out (if I'm lucky enough) Yes, I do volunteer work
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Response to our semi-annual survey are below; Do you feel safe in your home, if not why not? Yes, because staff are here at all times Usually feel safe because we're a tidy bunch Yes, I'm a big strong man, I look after myself Yes, the doors are locked when I am in bed

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.
	Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.
	Our most recent semi-annual survey responses are listed below;
	Is your home homely, clean, hygienic and well maintained? Please explain Yes, as I clean my room and staff clean the home Yes, my house is always very clean due to the regular cleaning by the residents and staff Yes, I can see it gets cleaned every day Yes, as I do so much of it and the staff do too
	10. Do you feel that you receive a high-quality service? Yes, the staff and management give a high-quality service Yes, constantly and there's always staff to support me and the home is kept really nice Yes, it would be better if the staff would listen and have a word with my doctor's department about coming of the medication, I'm on Yes, good support help when I need it
	Outcomes that people achieved • Staff accompanied five people to enjoy a day out at their chosen pleasure beach. • One person has registered to complete CSCS card to enhance their employment opportunities • 1 person has completed their CV and is being supported to actively gain employment • 3 people have maintained voluntary work placements • A new person moved in, who has developed positive relationships with others – the service is at full capacity. • 2 people attend knitting club weekly

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We 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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We 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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support

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

> Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:30 - 21:00 08:30 - 18:00 08:30 - 23:00 + Sleep nights

> Staff Qualifications

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

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	Dyfan Court

Telephone Number	01446748046
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2109
The maximum weekly fee payable during the last financial year?	2803

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.
	Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.
	Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.
	All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	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 have a large front and rear garden. Seating is provided at both the front and rear of the garden.
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and activities

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. Our most recent semi-annual survey responses are listed below; Do staff listen to your views and respect your rights? Please explain • Yes. Staff listen to me. Staff help plan holidays and trips that I would like to go on. • Yes, staff listen to me and respect my views.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Do you feel you have a good quality of life? Please explain • Yes. I am happy at Dyfan Court, and I enjoy living here. Staff support me to do things I enjoy. • Yes. Staff support me out on activities of my choice. I am happy and settled at Dyfan Court. • Yes, staff have a good understanding of my needs. Staff plan and encourage the activities I enjoy the most. • Yes. Staff plan activities which I enjoy that include walking club once a week, pedal power, and shopping. Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little) • Yes, provide me with enough support. • Yes, I have the right amount of support. • Yes, I receive enough support. - Yes, staff understand and support my needs. Are you able to further your skills, education and employment if you want to? • Staff support me to further skills of interest to me. • I would like to try to work in a charity shop or a café one

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Our most recent semi-annual survey responses are listed below; Do you feel safe in your home, if not why not? • Yes, I feel safe. • Yes. Staff help to keep me safe at home and when I am out in the community. • Yes, staff look after me and keep me safe. • Yes, I feel safe. Do staff treat you with compassion, kindness, dignity & respect? Please explain • Yes, staff help to explain things that I do not understand at times. They treat me with respect and dignity. • Yes, staff are friendly, chatty, and polite. They try to help me manage my anxieties at times. • Yes, staff always talk politely to me. They respect my privacy. • Staff always talk and interact with me. Staff always knock my door before entering my bedroom. My door is closed when I need some privacy. Are the Staff and management approachable, friendly and open? Please explain • Yes, I can always chat with staff and the "boss". • I like all staff. I feel that I can talk to all of them and the manager about anything. • Yes, staff are always nice and kind. • Staff are always interacting and chatting to me.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. Our most recent semi-annual survey responses are listed below; Is your home homely, clean, hygienic and well maintained? Please explain • Yes, staff will help me to clean my bedroom, hoover my room when needed and encourage me to wash my dishes etc. • Yes, I am encouraged to clean my bedroom every other day with support from staff. Staff make sure that the house is always clean. They support me with my laundry. • Yes, staff keep the home and my bedroom clean. • Yes, staff clean my room and tidy my room. Do you feel that you receive a high-quality service? • Yes, I like living at Dyfan Court, it is my home. • Yes, always. I enjoy living here. • Yes, staff help and support me with everything. • Yes, I am supported with all aspects of daily life. Positive outcomes and stories • We have a positive stories file at Dyfan Court where people at the home love to show their days out, parties and trips. • All the people we support have scrap books where they collate pictures of their days out, activities and trips away. • Some of our positive stories have featured in the companies' weekly newsletter and Facebook page. We actively, as a team encourage the people we support to showcase their achievements. • Accessing the community for new experiences. • Two individuals went to Winter Wonderland and ice skating in their wheelchairs with support from staff. • 'Tootsie' the sensory pony attended Dyfan Court at Christmas for the individuals to spend time with her, brush and feed her. • Staff continue to follow 'do with not for' and encourage all at Dyfan Court to be as independent as possible.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15

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

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

Staff Type	Service Manager

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

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?	Yes

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

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	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	3
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10

Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	10
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 - 21:00 08:00 - 23:00 + 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	10
No. of staff working towards the required/recommended qualification	0

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	Ffordd Newydd

Telephone Number	01792324241
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1492.36
The maximum weekly fee payable during the last financial year?	1956.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	surveys, 1:1 meetings, house meetings, reviews, support from families/ advocates where required, SOP, SUG, Quality reports People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

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?	6
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	Access to rear garden area, including patio area with outdoor seating area.
Provide details of any other facilities to which the residents have access	Access to communal kitchen and communal laundry room

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process becuase we acknowledge it is their desired outcome that we are working together to achieve
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes

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

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	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.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Oral health Self harm Autism Basic life support COSHH Diabetes MCA and DOLs

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

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.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Oral health ABI Self harm Autism Basic life support COSHH Diabetes MCA and DOLs Urinary incontinence

> Contractual Arrangements

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

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

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

> 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.	11.5 hours per day

> 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	1

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

Filled and vacant posts

No. of staff in post	8
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	14
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	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Self harm Autism Basic life support COSHH Diabetes MCA and DOLs

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	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.	8.30 - 21.00 - day shifts 21.00 - 8.30 - night shifts

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	Gelli Ceirios

Telephone Number	01685 870176
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1448
The maximum weekly fee payable during the last financial year?	2795

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set.
	Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home.
	Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them.
	All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

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	Steps leading into service through small garden, side access to a larger mature enclosed and private garden with multiple seating areas - one sizeable patio area with generous seating and BBQ facilities, leading to lawned area.
Provide details of any other facilities to which the residents have access	Shared bathroom to first floor. Bus stop immediately to front of service with good links to town centre.

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.
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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11.20

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	1
Positive Behaviour Management	1
Food Hygiene	1

| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Acquired Brain Injury
Active Support
Autism Awareness
Dysphagia/choking
Emergency First Aid at Work (EFAW)
Epilepsy
Fire Evacuation/Fire Marshall
Gas Goal Training
Intro to Autism
Intro to Medication
Intro to Mental Health
Learning Disabilities eLearning
Medication Administration
Medication Refresher
Mental Health eLearning
Moving and Assisting
PBM/PBS Theory
PBM Practical
PBS/PBM Awareness
Studio 3 de-escalation theory and practical
Personality Disorder
Personality Disorder eLearning
Accomplish Positive Culture
Self-Harm
Substance Misuse
Understanding the Perspective of the People We Support
Duty of Candour
Falls prevention and Managing
Hoarding and Cluttering
GDPR
Oral Health
Understanding Consent
DoLS
Professional Boundaries
Sexuality & Relationships in people with LD
Sharps awareness Understanding urinary incontinence
Wound Care 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

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.	Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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	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.	*Some of this training has yet ot be completed by the newest addition to the team, but is due to be within the first 6 months of her employment. Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:30 -21:00, typically work three days a week. One senior would typically be on shift per day, with support form two support workers, a total of three direct-care staff members per day.

Staff Qualifications

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	5
Dementia	7
Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

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	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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.	Typical shift patterns are: 08:30-21:00 21:00-08:30 09:00-17:00 typically two support workers would support a Senior support worker per day.

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	Glan y Felin

Telephone Number	01792865541
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh speaking resident with four full time staff members that speak Welsh, with another learning.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	1953

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	Enclosed garden to the rear with patio area and seating surrounded by a tranquil forest and a stream.
Provide details of any other facilities to which the residents have access	Shared bathroom, full sized pool table at end of lounge.

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

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care. When asked on our Quality of Care report in December 2022 "Are staff and Management approachable, friendly and open?" Our residents answered: "Yes but sometimes I find talking hard" "Yes and Yes" "Yes they are" "Yes friendly "
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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

The extent to which people feel safe and protected from abuse and neglect.	We promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. When asked on our Quality of Care report in December 2022 " Do you feel Safe in your home, if not, why not?" Our residents answered: "Yes" "Yes " "I do." "Yes I feel safe"

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11.11

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management Safeguarding Lv 4

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a 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	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

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

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

Senior social care workers providing direct care

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

Contractual Arrangements

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

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

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

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.	Typical Shifts 08:30-21:00, and one iteration of a five hour shift depending on service needed. Typically, a Senior support worker would be supported by 3 support 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	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

> **Contractual Arrangements**

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	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)	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.	08:30-21:00, 12:00-08:30 (Sleep Night) 21:00-08:30 (Wake night) Day shift would be typically 3 support staff, then at night would be one wake night supported by a slee p night.

	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	Grove View

Telephone Number	01792 815056
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 Welsh board and a Slovakian board with 'word of th e week'

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11

Fees Charged

The minimum weekly fee payable during the last financial year?	1876
The maximum weekly fee payable during the last financial year?	3544

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
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	1 x smoking shelter to the rear of the main house 1 x seating / smoking area outside the maisonettes 1 x seating area to the rear of the main house
Provide details of any other facilities to which the residents have access	The maisonettes have their own kitchen area and laundry facilities The main house has a large kitchen area, laundry room

Communicating with people who use the service

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

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organisation. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. yes, the People we support state that they feel safe in the home this information was gathered from the quality report questionnaires that they complete

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11

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.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we 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	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.	Lead to Succeed

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we Support

Contractual Arrangements

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

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 3.5 Night time wake support working staff: 2

Staff Qualifications

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	23
No. of posts vacant	0

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

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

Induction	10
Health & Safety	23
Equality, Diversity & Human Rights	23
Infection, prevention & control	23
Manual Handling	23
Safeguarding	23
Medicine management	23
Dementia	0
Positive Behaviour Management	20
Food Hygiene	23

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we Support

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	9
No. of Non-guaranteed hours contract (zero hours) staff	9

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 3.5 Night time wake support working staff: 2

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	16

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	Gwynfryn

Telephone Number	01554741445
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?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	1448.43
The maximum weekly fee payable during the last financial year?	1985.33

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	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 with smoking shelter

Provide details of any other facilities to which the residents have access	Quiet room/meeting room inside main building (GF) kitchen (GF) and communal bathroom (FF) and communal toilet (GF) house vehicle

> 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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

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

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

> **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	0
No. of posts vacant	1

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A - nobody in post

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	0
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

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.	Key working Recovery star (care planning) Studio 3 (management of challenging needs) Schizophrenia and psychosis

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.	0830~2100 long days 2100~0830 nights typically 4 staff by day and one wake and one sleep at night

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	4
No. of posts vacant	7

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

Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	5
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
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.	0830~2100 day shift - usually 4 staff on each day 2100~0830 night shift - one night and one sleep each night

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

Service Profile

Service Details

Name of Service	Hazeldene

Telephone Number	0441792 797014
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1390.73
The maximum weekly fee payable during the last financial year?	1923.88

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear back garden. Front garden
Provide details of any other facilities to which the residents have access	Vehicle available

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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 |

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR, Fire safety, Personality disorder, Epilepsy, MCA Diabetes, 1st Aid Mental Health, Positive Culture Studio 111

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lead to Succeed QCF 5

Contractual Arrangements	

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

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

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

> Staff Qualifications

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

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

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

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

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

> 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.	GDPR BSL

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.	3x LDs 11.5hr shifts Average staff 3xLD +1 8hr 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	11
No. of posts vacant	0

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

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

Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11

Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	8
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.	LDs = 11.5hrs Wake night 11.5hrs E = 8am til 4pm 3.5 staff per day shift 1 wake night

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	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	Howells Road

Telephone Number	01792 207246

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?	2

Fees Charged

The minimum weekly fee payable during the last financial year?	3440
The maximum weekly fee payable during the last financial year?	3709

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Back garden with decking area small front garden area
Provide details of any other facilities to which the residents have access	house vehicle

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff. at Howells Road we aim to help the individuals to have choice by using verbal prompts, pictures and objects of reference.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The individuals have annual health checks, we support them to other appointments and input from a clinical psychiatrist who reviews their medication and behaviours. Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. yes, the People we support state that they feel safe in the home this information was gathered from the quality report questionnaires that they complete
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	the individuals at Howells Road are settled in a quiet and calm environment. We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11

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.	Safeguarding MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we support fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	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.	Safeguarding MCA and Dols Active support epilepsy diabetes, person centred care positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we support fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture

> Contractual Arrangements

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

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

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

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

Staff Qualifications	

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

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	12
No. of posts vacant	1

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we support fire awareness GDPR Learning Disabilities Oral Health professional boundaries positive culture

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
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.	Long Day 8.30 am to 9.00 pm with 1 hour unpaid break Wake Night 9.00pm to 8.30am 9am to 5 pm shift 3 Day staff either 3x Long day or 2x long day and 1 x 9-5

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	lsfryn

Telephone Number	01639841958
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Russian, staff team know some basic phrases.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1224
The maximum weekly fee payable during the last financial year?	1766

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set.
Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home.
Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them.
All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

Service Environment

How many bedrooms at the service are single rooms?	8

How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	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	Large parking area, leading to an enclosed gated patio area with seating with a separate smoking area. To the rear there is tiered garden leading to a gravelled area.
Provide details of any other facilities to which the residents have access	Shared Laundry room, Games area consisting of pool table and darts board. Lowered worktops in kitchen for inclusive access and t riaging kitchen on top floor. Shared bathroom.

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	Yes
List 'Other' forms of non-verbal communication used	One resident supported to tap to support with his speed of speech. Whiteboard used to aid speech of another resident.

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit Is fryn as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the person's independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care. When asked "Do staff listen to your views and rights?" Answers were: "Yes because I need extra help staff help me and take me out." "Some of them yes." "Yes opinions matter and they listen to mine."

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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. When asked on our Quality of Care report in December 2022 "Do you feel Safe in your home, if not, why not?" Our residents answered: "Yes." "Yes." "Yes – I trust staff, I just feel safe."
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. When asked "Is your home homely, clean, hygienic and well maintained?" residents responded: "Yes because we all tidy up and help each other and keep our own bedrooms and bathrooms tidy." "Yes it always looks clean and tidy." "Yes."

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

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	12.29

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

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

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

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

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

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

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

Induction	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.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS Korsakoffs

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	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	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00, approx. three days per week. Seniors will typically be supported by 4 x Support Workers per day.

Staff Qualifications

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

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

Filled and vacant posts

No. of staff in post	14
No. of posts vacant	2

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

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

Induction	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS

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	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)	7
No. of part-time staff (17-34 hours per week)	5
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.	Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in shift) 21:00-08:30 (Wake Night Shift)

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	9

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	Kington House

Telephone Number	01446736137
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11

Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	2828

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
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	Large areas of space is available for recreational activities at the front and rear of the garden. Seating is also available throughout these areas.
Provide details of any other facilities to which the residents have access	The service have a vehicle available for appointments and activities.

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.
	In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.
	All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
	Our most recent semi-annual survey responses are listed below;
	Do staff listen to your views and respect your rights? Please explain
	'I don't have any rights; I want my own flat"
	'Yeh' 'Yes' 'Yeh feel ok' 'Yes' 'Yes' 'Yes' 'Yes'

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Do you feel you have a good quality of life? Please explain 'No, I want my own flat ' 'No, I want to go back to my flat' 'Yeah, but don't want to be on a DOLS' 'Yeh' 'Yes' 'Yes' 'Yes' 'Yes' Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little) 'Yeh' 'Yes' 'Yeh' 'Yeh" 'Yeh' 'Yes' 'Yes' 'Yes' Are you able to further your skills, education and employment if you want to? 'Don't want to" 'Don't want to' 'Yes, if I wanted to but I don't' 'Don't want to' 'No, I don't want to work' 'Yes' 'Yes' 'If I wanted to'

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
	Our most recent semi-annual survey responses are listed below;
	Do you feel safe in your home, if not why not? 'Yeh' 'Yeh' 'Yes' 'Yeh feel ok' 'Yes' 'Yes' 'Yes' 'Yeh'
	Do staff treat you with compassion, kindness, dignity & respect? Please explain 'Yeh' 'Yeh'. 'Yeh they are lovely' 'Yes' 'Yes' 'Yes' 'Yes' 'Yes'
	Are the Staff and management approachable, friendly and open? Please explain 'Yes they make sure I go to Aberdare once every 2 weeks' 'Yeh' 'Yes, they are great' 'Yeh' 'Yes' 'Yes wonderful' 'Yes' 'Yes'

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. Our most recent semi-annual survey responses are listed below; Is your home homely, clean, hygienic and well maintained? Please explain 'Yeh' 'It's alright' 'Yeh' 'Yes' 'Yeh' 'Very good' 'Yes' 'Yes, it's wonderful' Do you feel that you receive a high quality service? 'No, I want to be back in my flat' 'Yeh' 'Yeh, they try their best' 'It's ok' 'Yeh free food, free accommodation' 'Yes' 'Yes' 'Yes, it's wonderful' Positive outcomes The people we support have been able to go to on holidays, Reggae Festivals and concerts with their holiday allowance which they've really enjoyed. This has also been great for the staff supporting. The staff and people we support donated to the Children's Toy appeal for the Red Cross over Christmas. This was a really special cause for us as a team and a real privilege to be able to contribute and help. People we support who were dependant on alcohol prior to admission have reduced consumption and living more structured and independent lives, becoming closer to their overall goal of having their own flat.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	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	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

> 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?	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	18
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	6
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	18
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18

Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Days 08:30 - 21:00 08:30 - 17:00 12:00 - 23:00 Wake nights 21:00 - 08:30

Staff Qualifications	
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	0

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	Landsdowne Gardens

Telephone Number	02920229690
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1705
The maximum weekly fee payable during the last financial year?	1732

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	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	Rear of the garden has seating facilities and space for recreational activities.
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and activities

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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. | Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.
In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.
All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed below;
Do staff listen to your views and respect your rights? Please explain
Yes |

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Do you feel you have a good quality of life? Please explain Very little bit Are you able to further your skills, education, and employment if you want to? Nodded yeah Do you feel that you receive a high-quality service? Yes
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Our most recent semi-annual survey responses are listed below; Do you feel safe in your home, if not why? Yeah Do staff treat you with compassion, kindness, dignity & respect? Please explain Yeah Has your one-page profile made a difference to how staff support you and interact with you? Please explain Nodded yeah

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

Our most recent semi-annual survey responses are listed below;

Are you receiving "just enough support" (e.g., the amount of support is right for you and staff are not doing too much for you or too little)?

Nodded yeah

Positive stories/achievements from people we support

• People we support being involved in house weekly shopping
• People we support taking part in day trips
• People we support continue to develop their independence in house with domestic tasks
• People we support continue to spend time with staff discussing goals and achievements
• Improved relationship building between people we support and support staff
• People we support engaging in independent or supported social activities
• PWS attending new experiences such as shows, pathfinder trips, visiting farms, and communicating their preferences in a person -centred manner.
• PWS working with keyworker to identify education aspirations.
• PWS engaging in mental health activities to improve their wellbeing. |

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	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.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements	

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

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

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

Staff Qualifications	

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

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

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

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

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

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

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

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

Filled and vacant posts

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

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

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

Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	5
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.	09:00 - 23:00 & sleep in 09:00 - 20:00 09:30 - 17:30

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	0

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	Llys Afon

Telephone Number	02920562336
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2408
The maximum weekly fee payable during the last financial year?	4224

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	2
How many bathrooms have assisted bathing facilities?	0
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	Outdoor seating can be provided in the apartment blocks grounds, however people we support are encouraged to local parks and open spaces
Provide details of any other facilities to which the residents have access	Service has access to a company vehicle

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

> 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.	Any person identified who can take advantage of our services is provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.
	In our services we promote doing with the person, rather than the model of doing for, this will improve the person's independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.
	All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
	Our most recent semi-annual survey responses are listed below;
	Do staff listen to your views and respect your rights? Please explain
	Yes.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.
	We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.
	Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes.
	Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
	Our most recent semi-annual survey responses are listed below;
	Do you feel you have a good quality of life? Please explain
	Yes, I like staff.
	Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little)
	I like the staff.
	Are you able to further your skills, education and employment if you want to?
	I'm too old to go to class anymore.

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Our most recent semi-annual survey responses are listed below; Do you feel safe in your home, if not why not? Yes. Do staff treat you with compassion, kindness, dignity & respect? Please explain Staff make me laugh, I won't wind them up. Are the Staff and management approachable, friendly and open? Please explain Yes.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. Our most recent semi-annual survey responses are listed below; Is your home homely, clean, hygienic and well maintained? Please explain Yes, staff wash my floor and change my bed. Do you feel that you receive a high quality service? I like living here. Positive stories/achievements from people we support • One of the ladies has stopped her antipsychotic medication and it is only administered when required. To date this has not been needed. • One lady has attended her first session of touch trust since COVID. • One lady has celebrated her 65th birthday and opted for a fish supper as her meal choice. • One lady has had a range of family visit in her flat and each visit has been a success.

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	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.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

	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?	No

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

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

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	3

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5

Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	09:00 - 23:00 & sleep in 09:00 - 21:00 21:00 - 09:00 wake night

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	0

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	Mond Court Apartments

Telephone Number	01792846394
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1337
The maximum weekly fee payable during the last financial year?	3106

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	6
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 has a large, enclosed garden area at the rear and a parking area at the front. The garden has ample seating areas and can accommodate all residents at once. It is easily accessed through both the front and side door of the property.
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)	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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care. When asked on our Quality of Care report in December 2022 " Are staff and Management approachable, friendly and open?"

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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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)	7.67

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	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements	

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

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

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

Staff Qualifications	

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

Deputy service manager	
Does your service structure include roles of this type?	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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.	Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in) 21:00-08:30 (Wake Night) Typically, there would be one senior or deputy manager on shift, supported by 3-4 support workers.

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

<table>
<tr><td colspan="2">Other social care workers providing direct care</td></tr>
<tr><td>Does your service structure include roles of this type?</td><td>Yes</td></tr>
</table>

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

> Filled and vacant posts

No. of staff in post	7
No. of posts vacant	10

> 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	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14

Other social care workers providing direct care

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
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.	Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) Typically there would be 3 - 4 support workers per day, with one waking night and one sleep night.

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	Oakhill

Telephone Number	01792 589594
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?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	1704.19
The maximum weekly fee payable during the last financial year?	2687.02

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?	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence an d ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person a nd encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in t he local community for the people we support. We feel it is impera tive that the person takes an active role in this process because w e acknowledge it is their desired outcome that we are working tog ether to achieve.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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 to the rear of the building with full disabled access
Provide details of any other facilities to which the residents have access	dinning room and lounge

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. I feel that all the people we support at the service have a good quality of life and their health and wellbeing is at the for front of the care they receive
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. yes, all the clients state that they feel safe in the home this information was gathered from the quality report questionnaires that they complete

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | yes all the clients are well placed in the home

We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.
Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. |

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) | 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	20
	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	20
	Health & Safety	20
	Equality, Diversity & Human Rights	20
	Infection, prevention & control	20
	Manual Handling	20
	Safeguarding	20
	Medicine management	15

Dementia	20
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	abi specific first aid epilepsy diabetes

Contractual Arrangements

No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	19
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	19
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	20
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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	15
Dementia	20

Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid diabetes epilepsy abi

Contractual Arrangements	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	19
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	18
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

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

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

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

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

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

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

Filled and vacant posts	
No. of staff in post	20
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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	15
Dementia	20
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diabetes first aid epilepsy abi

Contractual Arrangements

No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	19
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.	staff work long day systems 08.30am-9pm sleep nights woukld start at 12pm and retire to the sleepnight room at 11pm and then back on the floor at 7am complete shift at 8.30am wake night start at 9pm and finish at 8.30am

Staff Qualifications

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	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	Park Avenue

Telephone Number	01792 815495
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	589.00
The maximum weekly fee payable during the last financial year?	2227.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	SOP, SURVEY MONKEYS, PEOPLE WE SUPPORT MEETINGS, EVALUATIONS, RI VISITS, REVIEWS People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

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	There is a smoking shed at the back of the property and a summer house at the top of the garden with a large patio area.
Provide details of any other facilities to which the residents have access	All residents has access to the communal kitchen and house vehicle

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.	Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activities they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf or the resident can speak to the manager themselves Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.
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.	Each of the residents are supported to look after their health, physically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process
The extent to which people feel safe and protected from abuse and neglect.	The home has a open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved u pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)	7.50

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

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

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

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

Filled and vacant posts

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

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

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

Induction	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.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting

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	0

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0

Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting

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	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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	0
No. of staff working towards the required/recommended qualification	0

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

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

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

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

Telephone Number	01443858260
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?	1577.62
The maximum weekly fee payable during the last financial year?	2084.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	people we support meeting, posters/leaflets, meetings with manager, care team reviews. Statement of Purpose/Quality report. People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	smoking area at rear of the property and garden area on upper level, front access to the property.

Provide details of any other facilities to which the residents have access	kitchenette, which is currently used for meetings with care teams and as a games room/kitchen facility. house vehcile

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.	Individuals are supported and involved in their care and treatment reviews with care teams/home manager where goals are discussed and what they would like to achieve/work towards their independence and future. 1:1 support from keyworkers and 6 month person-centered reviews are prepared with the person, where possible. Discuss what is working/not working, what is important to the person now and in the future. people we support monthly meeting records evidence what is discussed, what the person would like to achieve in the upcoming month, day trips/holidays/new activities etc. An individual has recently moved on from residential support to a supportive living placement. Step down placement. This was arranged from the person discussing their wishes to move on to their own independent flat with the home manager, MDT/best interest discussion with their social worker and support from local authority. The person moved into a supportive living flat in March 2023.
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.	Some of the current individuals at the service request that staff support them to organise health care appointments, attend reviews and meeting's with care teams with support. One individual tends to choose to attend appointment independently. one individual at the service who has diabetes is supported by trained staff to help them to make wise decisions regarding their diet to promote good well-being. Supplied with easy read materials and online videos. Purchased diabetic cook books etc.
The extent to which people feel safe and protected from abuse and neglect.	encourage an open culture for the people supported to feel that they can raise any concerns at anytime. Posters and easy read material on notice boards. People we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relationship with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	supported one individual to move on from residential support to a supportive living flat. some individuals currently at the service are hoping to move on from residential support in the near future, some people supported feel that Penbryn is their forever home. three individuals at the service are informal in the community, access freely and participate in activities independently or choice to have staff support. bedrooms are decorated to individual style and choice. Individuals have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory training such as emergency first at work , studio lll. service specific training, such as diabetes, mental health, learning disability, etc. personal developmental training such as lead to succeed programme, certificate of professional practice in intro to autism, MCD and DoI's level 2 and 3 with the local health board.

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	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?	No

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

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

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

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

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

Filled and vacant posts	

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

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

Induction	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10

Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory training includes first aid and studio III. specific service training to support clinical needs-i.e. diabetes, schizophrenia/psychosis, personality disorder, mental health and learning disability training, personal care etc.

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
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.	average is two staff on long days i.e 8.30am-9pm and 10am-11pm. wake night 9pm-8.30am and a sleep night 11-7am,finishing shift at 10am the following day. minimum of 2 staff on shift.

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	Princes Court

Telephone Number	02920496050
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1722
The maximum weekly fee payable during the last financial year?	2571

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear of the garden has seating facilities and small space for recreational activities.
Provide details of any other facilities to which the residents have access	The people living at the service are encouraged to access opportunities within the local community

> 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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. Our most recent semi-annual survey responses are listed below; Do staff listen to your views and respect your rights? Please explain PWS – 1 Yes they talk to me. PWS 2 – Yes they very good to me. They listen and help me. PWS 3 – Yes the staff are extremely fabulous. They help me with lots of things.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Do you feel you have a good quality of life? Please explain PWS 1 – I'd like a bottle of beer. PWS 2 – Yes I feel very good with my life. PWS 3 – Yes 110% fabulous. Because the staff help me. Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little) PWS 1 – Yes I can now call the takeaway myself. PWS 2 – Yes enough support. Staff are lovely. PWS 3 – Yes, getting the right amount of support. Are you able to further your skills, education and employment if you want to? PWS 1 – Yes. PWS 2 – Yes staff help me and advise me what to do. PWS 3 – Not interested.

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Our most recent semi-annual survey responses are listed below; Do you feel safe in your home, if not why not? PWS 1 – Yes. PWS 2 – Yes. PWS 3 – Yes 110% Do staff treat you with compassion, kindness, dignity & respect? Please explain PWS 1 – Yes they always take me out. PWS 2 – Yes so lovely to me. PWS 3 – Yes 110%. The staff are always respectful. Are the Staff and management approachable, friendly and open? Please explain PWS 1 – Yes they sit down and speak to me. PWS 2 – Definitely. They have ways to make me better. PWS 3 – Yes indeed. I can tell staff if there is a problem.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.
	Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.
	Our most recent semi-annual survey responses are listed below;
	Is your home homely, clean, hygienic and well maintained? Please explain PWS 1 – Yes but my bedroom needs a double bed and new rug. PWS 2 – Yes it feels like a home. PWS 3 – Yes. I'm helped to hoover and clean shower.
	Do you feel that you receive a high quality service? PWS 1 – Yes. PWS 2 – Yes everything is working and everyone is happy. PWS 3 – Yes.
	Positive stories/achievements from people we support • Princes Court is almost at capacity, which hasn't been the case in a number of years. The newest person to the service underwent a successful transition period. • Two individuals we support attended Cardiff Christmas market with staff, which went really well. • One PWS had a successful independent trip in the UK, as well as visiting family in another country for the first time in a while. • Princes Court hosted a Jubilee BBQ Party in early June. Staff came in on their day off to attend, and some family also attended. It was a very nice day and went really well. • Incidents at the service continue to be low, with staff providing effective and proactive support. • The house has undergone major works, looking more homely and modern. All works continue to be planned and should be completed by Summer 23. • Feedback from care teams regarding all people we support is always positive, with psychiatrists and CPN's passing on compliments about the service, staff and management.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10

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

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

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

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

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

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

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

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

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.	09:00 - 20:00 08:00 - 23:00 & sleep in 09:00 - 16:30

> 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	5
No. of posts vacant	2

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

Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	5
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.	09:00 - 16:30 09:00 - 20:00 08:00 - 23:00 & sleep in

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	0

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	Rose Cottage

Telephone Number	01269826519
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?	1452.89
The maximum weekly fee payable during the last financial year?	2050.71

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?	Quality reports completed in June and December Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service SOP, SUG, SURVEYS, QUESTIONAIRRES, REVIEW MEETINGS, 1:1 WITH KEYWORKERS.

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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden to the rear of the service. Locked gates on either side, with panel fencing around the garden. Seating area with picnic benches and a vegetable patch.
Provide details of any other facilities to which the residents have access	Sensory room in downstairs area of the service. vehicle

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	Yes

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, individual's own form of sign along

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.	Individuals at Rose Cottage are non-verbal, but are able to make choices in various areas such as food and weekly menus, clothing that they wish to wear and their choice of activity. Staff will work with the people that we support to allocate suitable activities, using their training to communicate with the individuals. Support plans are reviewed by keyworkers on a monthly basis, ensuring the highest and most suitable care is provided. Reviews are held with care teams, each person has an advocate and family members who will support them to be heard
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.	Individuals at Rose Cottage are supported to attend regular medical reviews. Will work with the local GP over any health issues and also supported by the accomplish clinical team when there are changes in behaviours or health issues. People are encouraged to have annual health checks, medication reviews and we promote healthy eating at the home
The extent to which people feel safe and protected from abuse and neglect.	Staff all receive annual safeguarding training and are aware of how to report any potential safeguarding concerns. This can be done internally and externally, staff aware that CIW or NPTC Safeguarding can also be contacted. Quality reports completed bi-annually, with staff and external parties feel that the service provides a safe and protected environment for the people that we support.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Individuals have resided within the service for 22 years. Over the years, the service has been adapted to suit their individual needs and to provide a safe environment. Goals are reviewed monthly, and are set as achievable goals for the individual. Staff encourage and support individuals to achieve these, as well as communicating with families for feedback when setting goals. Bedrooms are personalised and the people have a choice in decor/ furnishings and are surrounded by personal possessions

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12

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

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.	Total Communication training, active support training.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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.	Total communication, 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	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

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.	Active support, Total communication

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	0
No. of staff working towards the required/recommended qualification	0

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

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

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

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

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.	Working 35hrs per week, spread over 3 long days. Senior would work shifts whenever possible where manager/deputy would be away.

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	10
No. of posts vacant	0

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

Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active support, total communication

> Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
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.	Shift patterns include long days, wake nights and sleep in support. Day shifts would have 2.5-3 staff working, depending on the needs of the service for that day. Night hours, 1 wake night and 1 sleep in.

> 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	0

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care workers

Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

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

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

Induction	0
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active support, total communication

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Rosewood

Telephone Number	01639830831
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?	36204
The maximum weekly fee payable during the last financial year?	40174

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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	enclosed back garden, with patio area and decking area
Provide details of any other facilities to which the residents have access	house vehicle

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	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.

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff people we support meetings keyworker meetings vocational planers quality questionnaires objects of reference, pictures reviews

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. annual health reviews input from clinical team support to attend appointments
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. yes, the People we support state that they feel safe in the home this information was gathered from the quality report questionnaires that they complete easy read documents available staff who know people well and can pick up on any changes in behaviour
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	the environment is quiet and calm. it has a homely feel. We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15

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.	MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we support fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0

Health & Safety	1
Equality, Diversity & Human Rights	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.	Safeguarding MCA and Dols Active support epilepsy diabetes, insulin person centred care positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we su pport fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

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

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

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

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

Filled and vacant posts

No. of staff in post	14
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	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	4
Manual Handling	9
Safeguarding	12
Medicine management	7
Dementia	0
Positive Behaviour Management	11
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Early - 7am-7.30pm 1 hour unpaid break Long day - 8.30am to 9.00pm 1 hour unpaid break Long day sleep 10.30am to 11pm 1 hour unpaid break + 1 sleep night (11pm-7am) Wake night 9.00pm to 8.30am 4 day staff 1x Early, 2x Long days, 1x long day sleep, 1x wake night

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	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	Taith Cartref

Telephone Number	01792849259
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13

Fees Charged

The minimum weekly fee payable during the last financial year?	1827
The maximum weekly fee payable during the last financial year?	4355

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	13
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	Taith Cartref has a large enclosed garden, which consists of a patio area with seating, then steps down to a garden area, which is not suitable for those with poor mobility.
Provide details of any other facilities to which the residents have access	Shared therapy room with Pool table, shared kitchen.

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.
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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	21.44

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	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	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	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

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

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	4

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

Induction	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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.	Typical shift patterns at service would: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00 Senior was typically present on night shifts, supported with 4 support workers.

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

Filled and vacant posts

No. of staff in post	35
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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	13
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)	15
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00 Typically 9 support workers by day and 5 by night.

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	17

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	No

Other types of staff

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

Service Profile

Service Details

Name of Service	The Haven

Telephone Number	01437 808580
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?	13

Fees Charged

The minimum weekly fee payable during the last financial year?	1725
The maximum weekly fee payable during the last financial year?	3925

Complaints

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

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	the haven has a large garden which is off road secure

Provide details of any other facilities to which the residents have access	no

> 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	Yes
List 'Other' forms of non-verbal communication used	Total Communcation

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	37

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.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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	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.	

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

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

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.	shift leading

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.	8.30-9pm

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

Filled and vacant posts

No. of staff in post	32
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	30
Health & Safety	30
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	30
Safeguarding	30
Medicine management	30
Dementia	0
Positive Behaviour Management	30
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	33
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.	8.30-9pm 9pm-8.30am 8.3-3 3-9pm

Staff Qualifications

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

No. of staff working towards the required/recommended qualification	12

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

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

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

Service Profile

Service Details

Name of Service	The Paddocks

Telephone Number	01792818066
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?	600.00
The maximum weekly fee payable during the last financial year?	2532.93

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?	PWS meetings, poster, leaflets, meetings with our Manager, care team reviews, SOP and Quality Reports, independant advocates and family input is encouraged too to support the people to be heard.People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	we have a garden at the front which is paved and a private back garden , smoking area
Provide details of any other facilities to which the residents have access	laundry room vehicle

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.	Any person identified who uses our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their keyworker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activities they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf or the resident can speak to the manager themselves Individuals are supported and involved in their care and treatment reviews with care teams/home manager where goals are discussed and what they would like to achieve/work towards their independence and future, their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Each of the residents are supported to look after their health, physically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them.Some of the current individuals at the service request that staff support them to organise health care appointments, attend reviews and meeting's with care teams with support.. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.
The extent to which people feel safe and protected from abuse and neglect.	The home has a open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns at anytime. Posters and easy read material on notice boards. People we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relationship with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved upon once these tasks are being completed regular. 3 monthly meeting are carried out to see how this is going and if any changes required. We supported one individual to move on from residential support to a supportive living flat, whilst others supported feel that Paddocks is their forever home. People are supported in the community, where required, and participate in activities independently or choose to have staff support. bedrooms are decorated to individual style and choice. Individuals have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	3
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy received Quality workshop training, has completed level3 QCF, and is enrolled on level 4. Safeguarding level 3. GDPR Advanced

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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	3
No. of posts vacant	0

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	safeguarding level 2 3 staff have QCF level 2 1 staff enrolled to finish level 3

Contractual Arrangements

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

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

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

Staff Qualifications

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

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	The Willows

Telephone Number	01639 633496
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?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	1181.95
The maximum weekly fee payable during the last financial year?	1918.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	REAR ENCLOSED GARDEN
Provide details of any other facilities to which the residents have access	vehicle available

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

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.	HR training, ligature training, mental health

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	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	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.	

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	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

> 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.	

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	15
No. of staff working towards the required/recommended qualification	1

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	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

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.	8.00 am -20.30pm 3 days a week 1 every shift

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	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	11
No. of posts vacant	0

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

Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	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)	6
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.	8.00am -20.30pm 3 or 4 days a week 8.30pm-8am wake night. 11.00ppm-8am sleep shift. 3 per day shift. 1 wake night 1 sleep night

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	Thompson Court

Telephone Number	02920227470
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1977
The maximum weekly fee payable during the last financial year?	2032

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	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	Rear of the garden has seating facilities and space for recreational activities.
Provide details of any other facilities to which the residents have access	The service is able to access a vehicle from a neighbouring service if required.

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.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. Our most recent semi-annual survey responses are listed below; Do staff in the home listen to your views and respect your rights? Please explain Yes always
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally. Our most recent semi-annual survey responses are listed below; Are you receiving "just enough support" (e.g., the amount of support is right for you and staff are not doing too much for you or too little)? Yes – from all staff Are you able to further your skills & education if you want to? Yes I have class

The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work. Our most recent semi-annual survey responses are listed below; Do you feel safe in the home, if not why? Yes
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes. Our most recent semi-annual survey responses are listed below; Do you feel you've got a good quality of life? Yes Do staff treat you with compassion, kindness, dignity, and respect? Please explain Yes Positive stories/person's achievements • PWS has begun his second year of adult learning classes. • PWS has prospered in their volunteer job with goals to achieve paid work. • PWS continues to have positive interaction with their family. • PWS continues to engage in daily living skills • PWS are building positive social relationships within the home and the community. • PWS taking part in competitions. • PWS hosting social activities for own home and others. • PWS overcoming challenges to develop independence. • PWS actively planning in a forward-thinking manner. • PWS advocating for their own preferences.

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

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements

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

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

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

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

Staff Qualifications	

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

Deputy service manager	

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

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

Filled and vacant posts	

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

Contractual Arrangements	

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

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

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

> Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	2
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7

Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

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	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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.	08:30 - 21:00 09:00 - 23:00 & 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	7
No. of staff working towards the required/recommended qualification	0

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	Treeside

Telephone Number	01792 310756
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?	8267.17
The maximum weekly fee payable during the last financial year?	8267.17

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?	SUG, SURVEY MONKEYS, PEOPLE WE SUPPORT MEETINGS, ADVOCACY WITH FAMILY INPUT People we support meetings take place monthly at the service, these are chaired by a member of the team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Private enclosed FRONT AND BACK GARDEN
Provide details of any other facilities to which the residents have access	HOT TUB, vehicle

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	PERSONS OWN COMMUNICATION METHOD, 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.

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.	Although the individual is non-verbal and limited to making decisions regarding their care, support plan is tailored to the specific needs of the individual. Staff encourage and promote choice wherever possible, such as in areas regarding clothing and food preference. Activities are tailored to the interest of the individual. Bi-annual quality reports are carried out, with external parties being given an opportunity to voice any concerns regarding the care provided.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Individual at the service is supported to attend all medical appointments. Requires full support to arrange and attend. Daily records are kept, which would detail daily activities and general wellbeing. Health appointment records also written and kept at the service. Staff will work with an individual with regards to development, and promote independence whenever possible. Staff work with the person to promote healthy eating . Staff will safely administer medication as prescribed.
The extent to which people feel safe and protected from abuse and neglect.	All staff have received safeguarding training, aware of signs of all types of abuse. Promote a transparent and open culture within the service. Staff are aware of whistleblowing policy and how to make a complaint, as well as external bodies that could be contacted. Provider visits carried out frequently, observing the culture within the service and how support is provided.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Single occupancy most suitable accommodation for individual. Staff will frequently liaise with external bodies to ensure achievement of personal goals and agreed goals are met. We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. The home is service user friendly

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	Total communication, 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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

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

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.	Total communication, 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 social care worker	0
No. of staff working towards the required/recommended qualification	0

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

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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.	Active support, total communication

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.	1 staff member working 35hrs per week, 3x11.5hr days, working alongside support workers and shift leaders providing support and supervising fellow staff. Senior would carry out supervisions, ensure functional roles are in place and required checks are carried out. Ensure that staff attend training. Assist with completing rotas, ensuring correct number of staff are on each shift.

Staff Qualifications

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

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	12
No. of posts vacant	0

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

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

Induction	7
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Total communication, active support, first aid training.

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	10

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.	During day hours, support provided by 3 staff members. Depending on contracted hours, shift patterns would be 3-4 x 11.5hr shifts. During night hours, 2 wake night staff on shift, with a sleep night person in place following a long day shift.

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	0

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

Catering staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	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	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	10
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Total communication training, active support, first aid

Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	11
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	12
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support (Care) worker - supporting a vulnerable adult with daily activities. Encouraging and promoting independence whenever possible. Personal care and food preparation support.

Filled and vacant posts

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

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

Induction	7
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	10
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active support, total communication, first aid

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	11
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	12
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Trevelyan

Telephone Number	01267236401
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	There is one person we support that can communicate in Welsh.

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?	1455.00
The maximum weekly fee payable during the last financial year?	1839.00

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	6
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	All residents have access to the front and rear gardens
Provide details of any other facilities to which the residents have access	All residents have access to the house vehicle for appointments

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.	Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activates they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf or the resident can speak to the manager themselves. Individuals are supported and involved in their care and treatment reviews with care teams/home manager where goals are discussed and what they would like to achieve/work towards their independence and future.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process
The extent to which people feel safe and protected from abuse and neglect.	The home has a open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns at anytime. Posters and easy read material on notice boards. People we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relationship with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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	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.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.

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

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.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

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

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

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

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

> Filled and vacant posts

No. of staff in post	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.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.

> 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.	The shifts for this role is 3 x Long Days, which total up to the 35 hour contract. This shift pattern can be over the weekends and on bank holidays.

Staff Qualifications

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	1

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

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

Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	9
Infection, prevention & control	4
Manual Handling	6
Safeguarding	6
Medicine management	4
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.

Contractual Arrangements

No. of permanent staff	7
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	4

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
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.	All shifts are long days (8.30 - 21.00) There is an hour break for staff during this shift. There are also wakeful night shifts (21.00 - 8.30) These shifts can also be throughout the weekends and bank holidays.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4

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 Arfryn

Telephone Number	01267231589
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	some Welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1936.00
The maximum weekly fee payable during the last financial year?	2374.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large garden area Two designated smoking areas
Provide details of any other facilities to which the residents have access	Training room/Activity room

Communicating with people who use the service

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

Statement of Compliance

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key worker complete the monthly care plan and risk assessment reviews, they also take part in the 360 appraisal feedback for all staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.
	Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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	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	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	0

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1

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

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 08.30-9pm Night 9pm- 8.30am Average of four staff on shift each day One wake night staff member and one sleep night staff member.

Staff Qualifications

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

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

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

Filled and vacant posts

No. of staff in post	9
No. of posts vacant	6

> 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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature and self harm training

> Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
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 08.30-9pm Night 9pm- 8.30am Four staff on shift throughout the day One wake night and one sleep night

> 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	0

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 Bradwen

Telephone Number	01792 324003
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	598.99
The maximum weekly fee payable during the last financial year?	2227.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

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?	6
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	Ty Bradwen has a large front garden with adjoining patio area at the front of the house, at the rear of the home there is car park and large smoking shed for the resident to us
Provide details of any other facilities to which the residents have access	The home has a large communal kitchen, laundry room, dinning room with communal sitting area and a larger communal sitting area

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activates they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf, or the resident can speak to the manager themselves. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve
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.	Each of the residents are supported to look after their health, physically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look into activities the people enjoy so that they want to take part in them. Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process

The extent to which people feel safe and protected from abuse and neglect.	The home has an open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved upon once these tasks are being completed regular. 3 monthly meeting are carried out to see how each person is doing, new goal or continuation of goals can be talked about in this meeting. We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12.50

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

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

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

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.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting NVQ level 5

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	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.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting

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	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	12
No. of posts vacant	0

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

Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	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	Ty Camlas

Telephone Number	01639849681
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1515
The maximum weekly fee payable during the last financial year?	1877

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?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set.
	Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home.
	Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them.
	All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	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	Enclosed tiered garden space laid to concrete with flowerbeds. Steps leading to fenced patio area with seating.
Provide details of any other facilities to which the residents have access	Ty Camlas has a shared bathroom, a separate medication administration room, a quiet lounge.

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.
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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.
The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15

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	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	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'.

Category	Number
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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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	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.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00 08:30-15:30 12:00-08:30 (Sleep in shift) There would typically be one Senior support worker on per day, supported by 3 Support Workers.

Staff Qualifications

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	14
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	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

> Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0

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

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

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

> **Typical shift patterns in operation for employed staff**

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) There are typically 3 x Support workers per day and one Wake night and 1 x Sleep Night.

> **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	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	Ty Gobaith

Telephone Number	01443431805
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1799
The maximum weekly fee payable during the last financial year?	2061.02

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?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

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?	6
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 a spacious garden to the rear of the property
Provide details of any other facilities to which the residents have access	access to a vehicle

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process
The extent to which people feel safe and protected from abuse and neglect.	. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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

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	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

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

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	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support worker Wake night support worker Follow agreed Behaviour Support Plans and Risk Assessments thus maintaining a low arousal and consistent response to individuals challenging needs Support individuals with all aspects of personal care where required Show Commitment to "doing with" individuals within the service, ensuring they are fully involved as they want to be and participate in social activities and daily living skills with a view to maximising independence in line with their goals Administer medication and show an understanding of the principles underlying its administration, storage, usage, side effects, etc Undertake any aspect of home management/house keeping e.g. cleaning, meal preparation, laundry and clothing maintenance

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	1

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

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

Induction	1
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

Name of Service	Ty Llewellyn
Telephone Number	01685884216

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?	8

Fees Charged

The minimum weekly fee payable during the last financial year?	1519.98
The maximum weekly fee payable during the last financial year?	1720.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker assigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting in private to discuss anything they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear enclosed garden and patio with garden furniture.
Provide details of any other facilities to which the residents have access	Communal bathroom, Communal kitchen.

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.	Prior to admission, our service users are provided with a brochure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do for', improving the persons independence and ultimately giving them a sense of self-worth, control, and structure around their lives. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are paramount to this process and residents are supported to achieve goals as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.
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 promote positive health and well-being by ensuring our people are encouraged to schedule and attend regular health reviews, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level. We support people to access education and training courses, as both part of personal development and a steppingstone to even more positive outcomes and improved skillsets. We encourage the people we support to have access to the internal online training software that our employees utilise, and delivery of in-person training courses are adapted and staff support people attend courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

The extent to which people feel safe and protected from abuse and neglect.	Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decorate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wishes.

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)	14.34

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care 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

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

Nursing care staff

Does your service structure include roles of this type?	No

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

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

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

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

> Filled and vacant posts

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

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

Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements	

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	10
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.	Typical Shifts are: 07:00-19:30 08:30-21:00 10:30- 07:00 (Sleep-in shift) 21:00-08:30 (Waking Night) Typically, there are 4 support workers working at all times, and at night there is one Wake night and one Sleep night.

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11

		No. of staff working towards the required/recommended qualification	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