

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	Action for Children and Action for Children Services Ltd	
The provider was registered on:	29/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Headlands School Children's Home Talgarth	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	19/11/2020
	Responsible Individual(s)	Julie Gillbanks
	Manager(s)	Emma Coombes
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Headlands School Children's Home Ty Canal	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	02/04/2020
	Responsible Individual(s)	Julie Gillbanks
	Manager(s)	Emma Coombes
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Ty Laura Children's Home	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	29/05/2019
	Responsible Individual(s)	Sandra White
	Manager(s)	Daniel Short
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Headlands School Children's Home Gelert West	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	30/05/2019
	Responsible Individual(s)	Julie Gillbanks
	Manager(s)	Jamie Hill
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service

Park House Children's Home	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/05/2019
Responsible Individual(s)	Sandra White
Manager(s)	Sarah Chilcott
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Ash Square Respite Home	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/05/2019
Responsible Individual(s)	Sandra White
Manager(s)	Helen Jenkins
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Robbin Goch	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/05/2019
Responsible Individual(s)	Sandra White
Manager(s)	Laura Mason
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Arosfa	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/05/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	Judith Vaughan
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Tan-y-Dre	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/05/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	Hefin Daniels
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Powys Community Additional Needs Project (Domiciliary Care).	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/05/2019

Responsible Individual(s)	Debra Thomas
Manager(s)	Sarah Burton
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

Headlands School Children's Home Ty Arth	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/07/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	Ceri Gulwell
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Headlands School Children's Home Pentir	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/07/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	Gareth Hancock
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Vale of Glamorgan Family Support Services, families with additional needs	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	06/04/2020
Responsible Individual(s)	Sandra White
Manager(s)	Laura Mason
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Tan y Bryn	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/08/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	Caroline Morris
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Action for Children Fostering Wales	
Service Type	Fostering Service
Type of Care	None
Approval Date	30/12/2019
Responsible Individual(s)	Julie Gillbanks
Manager(s)	
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	Our L&D department leads on our yearly learning needs analysis, AFC provide a suite of mandatory training plus option to get funding or use of local budget to support bespoke training needs specific to service needs and YP, with partner organisations eg Health SSD. Flexible training to meet the needs of shift patterns of staff. Yearly residential managers days sharing good practise through a trauma informed lens and identifying accompanying training needs via our model of care.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment managed centrally supporting the recruitment journey. We have increased pay in a competitive market. Programme of support for staff includes induction, training, supervision. Succession planning in place with shadowing and mentoring. AFC lead for workforce planning, using data to identify who and where to focus adverts. Production of bespoke adverts including QR codes, "no experience lets talk" quote in our ads. Use of videos and social media in our ads "a day in the life".

Service Profile

Service Details

Name of Service	Action for Children Fostering Wales
Telephone Number	01633270422
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 Lanaguage

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	59
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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?	Fostering Wales- Feedback is gathered in Fostering Parent Support Groups, and Satisfaction Survey. Shortbreaks- Reviews with parents each quarter alongside questionnaires for Social Workers, Siblings and Parents/Carers, review of the Quality of Care reports and the Statement of Purpose.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Visual Timelines

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.	<p>Very positive feedback, Quality of Care Report reflects this as does Foster Parents Annual Reviews (Internal and panel). Very positive feedback from the Annual Satisfaction Survey (distributed by the AFC Central Office)</p> <p>Children/YP's voices are heard in a number of ways:</p> <ul style="list-style-type: none"> • The children are spoken to during visits by the team, • Children/YP take part in developing their Outcome Monitoring forms • Children/YP provide feedback both verbally, orally, and using non-communication methods. • Children/YP are supported to attend meetings about them and have independent advocates where appropriate
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	<p>Very positive feedback from various professionals including LA SW. The Quality of Care report reflects this as does Foster Parents Annual Reviews (Internal and panel).</p> <p>Children/YP's voices are heard in a number of ways:</p> <ul style="list-style-type: none"> • The children are spoken to during visits by the team, • Children/YP take part in developing their Outcome Monitoring forms • Children/YP provide feedback both verbally, orally, and using non-communication methods. • Children/YP are supported to attend meetings about them and have independent advocates where appropriate
The extent to which people feel safe and protected from abuse and neglect.	<p>Very positive feedback from various professionals including LA SW, education and birth families. The Quality of Care report reflects this as does Foster Parents Annual Reviews (Internal and panel).</p> <p>Panel meetings are held to adhere to regulatory standards and expectations. Ensuring safe recruitment and systems.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	2
	Safeguarding	2
	Dementia	0
	Positive Behaviour Management	2
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fostering Wales First Aid (Paediatric and emergency) Motivational Interview (2 days) Decider Skills Suicide Prevention Safer Care DDP Supporting Young People with Complex Mental Health Needs (Level 3) Theraplay Managing Contact Best Recording practice Fostering digital skills Diversity and Inclusion Working Group Include Me (Core group research) Fostering Wales First Aid (Paediatric and emergency) Motivational Interview (2 days) Decider Skills Suicide Prevention Safer Care DDP Supporting Young People with Complex Mental Health Needs (Level 3) Theraplay Managing Contact Best Recording practice Fostering digital skills Diversity and Inclusion Working Group Include Me (Core group research)</p>	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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	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.	Fostering Wales: Postgraduate Certificate in Managing Practice Quality in Social Care Motivational Interviewing (2 day course) Oracle 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
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	14
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Wales First Aid (Paediatric and emergency) Motivational Interview (2 days) Decider Skills Suicide Prevention Safer Care DDP Supporting Young People with Complex Mental Health Needs (Level 3) Theraplay Managing Contact Best Recording practice Fostering digital skills Diversity and Inclusion Working Group Include Me (Core group research) Shortbreaks- PECS Sign Language Team Teach Full Course and Refresher course Oxygen Training Epilepsy/VNS Training Culturally Harmful Practices: CALFB Drug and Alcohol Awareness Mental Health Awareness Managers Whistleblowing Conflict Resolution Domestic Abuse Awareness Modules
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	5
No. of part-time staff (16 hours or under per week)	4
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	4
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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	9
Equality, Diversity & Human Rights	3
Manual Handling	9
Safeguarding	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Wales- DDP Outcomes star Young People's Voice First Aid (Paediatric and Emergency) Shortbreaks- MIDAS PECS Sign Language Team Teach Full Course and Refresher course Oxygen Training Epilepsy/VNS Training
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	

Service Profile	No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
Service Details	No. of staff working towards the required/recommended qualification	1
Name of Service	Other types of staff	Arosfa
Telephone Number	Does your service structure include any additional role types other than those already listed?	No 01352700127
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Arosfa we had a celebratory open day with parent and professional questionnaires given out. RI consulted with staff via questionnaires – five received back, feedback was shared and actions implemented. We facilitate YP house meetings where we discussed potential and available activities of their choice. Choice of meals, along with likes and dislikes are discussed. YP recently consulted a round the decor of personal space and room.

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?	1
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	At Arosfa the young people have access to a MUGA (This is a large multi-use Netball/Basketball Area. They have access to a Sensory garden, including a large enclosed area which has a trampoline and swing. A summer house is used for specialist activities i.e arts & craft, cinema and quiet space.
Provide details of any other facilities to which the residents have access	Sensory room and an art and craft room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people are given as much choice as possible in making independent choices and stating their views using picture, symbols and by body language. There is an advocate who visits the project monthly. Young people's requests for specific food and activities are acted on and these are gathered during a house meeting. Menus are planned weekly with our long term residential young people and they plan which days they are cooking and which days they are tidying up.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>A healthy lifestyle is promoted and access to health advice and support is available via our health links both in community and through schools. Staff are familiar with all the specialist needs of our young people and have received appropriate training for any specialised procedures. We have support through Changing Minds to ensure that we support our Young people's emotional and mental health well-being needs appropriately. Young people have personal plans in place which is individual to each specific young person. Information is gathered about all aspects of their life. This is reviewed regularly. Plans are followed to ensure a consistent approach and that boundaries are in place.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Action for Children have robust safeguarding policies and procedure that the service follows fully. Safeguarding file audits are in place with a minimum of 8 per manager per year for quality assurance purposes. Notifications are made to CIW and Social Care Wales as appropriate in order to comply with regulations and keep the YP safe. The safety of the young people is always a priority. Staff are familiar with Safeguarding procedures and attend safeguarding training. Enhanced recruitment checks are completed, and relevant behavioural and risk assessment documentation is updated when required.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Arosfa is a welcoming warm homely environment that has enough space, resources and equipment to enable the YP to feel independent but cared for in a homely space. The building is well equipped to meet the needs of all young people. Young people are involved in planning of décor within building as well as being able to choose what activity equipment they would like.</p>

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

Number of posts and staff turnover

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

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

Filled and vacant posts

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

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

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

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

Other supervisory staff

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

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	4
Safeguarding	2
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma and Attachment training
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)	0
No. of part-time staff (17-34 hours per week)	5
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	4
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma and Attachment
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Staff work 10 – 11 sleep in , 7am – 10 am (16 hours) per shift as well as 10 – 8 (11 hours) on 24/7 rot a 365 days a week . Team Leader works one sleep i n shift a week as well as 9 – 5 (8 hrs) or 10 – 8 (10 hours) as required'</p> <p>Registered Manager works 9 – 5 Mon – Fri and covers shift on as and when basis</p>

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

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	Ash Square Respite Home
Telephone Number	01443493668
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Active Offer - Welsh

Service Provision

People Supported

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

28

Fees Charged

The minimum weekly fee payable during the last financial year?

0

The maximum weekly fee payable during the last financial year?

0

Complaints

What was the total number of formal complaints made during the last financial year?

0

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Ash Square we hold regular children meeting and review the feedback, we also gain feedback and consult with families via questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	At Ash Square, young people have access to a large garden and play area with specialist equipment within the park, including a large trampoline, we have recently developed a new sensory garden and allotment area. The service has access to minibus which safely transport the young people to a variety of local outdoor spaces.
Provide details of any other facilities to which the residents have access	At Ash Square we have a specialist sensory room and have just developed/refurbished our playroom into an indoor/outdoor garden sensory play area.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Ash Square we ensure the children's voices are heard by holding regular children's meetings in a variety of forms applicable to their needs i.e. visual and pec forms, outcomes are set with the young person including their likes and dislikes and what they want to achieve. During our children meetings there are choices in menus, activities and their daily routine. Review meetings are held regularly, always reviewing with the young person being involved in setting outcomes individual to them to achieve and progress, this is documented in their daily notes, planner and personal plan.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>At Ash Square we use personal plans to target and manage the health development and overall well-being. Production of risk assessments to assess risk mitigating and keeping the child safe. We also have behaviour plan in place, these are reviewed regularly or if a behaviour incident occurs. Each day children have a plethora of opportunities to play, engaging activities of their choice and time lines to follow for both children and staff resulting in a structure of the day supporting behavioural development and well-being</p>

The extent to which people feel safe and protected from abuse and neglect.	At Ash Square each child has a personal plan and risk assessments in place, identifying key risk and triggers in order of safe management of their care. Action for Children have robust safe guarding policies in place, along with mandatory training as per training matrix ensuring this is adhered too by all staff. Procedures in place regarding safeguarding concerns and referral process which ensure all concerns are taken and action appropriately. Our information for young people is available in various forms i.e Pec friendly handbook. Included in the handbook is an explanation how they can complain if they are not happy.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	At Ash Square outcomes are set at RAP panel, then a provider assessment is completed to ensure we can support their wellbeing and outcomes are individual to meet the needs and development of the young person. These are reviewed and implemented every time the young person stays at Ash Square in conjunction with the young person. In supervisions, team meetings, the young person review is shared evidencing how the young person is developing within the outcome arrow (distance travel tool). We also additional monitoring of outcomes in place via our quarterly reporting to the local authority providing outcome progression.

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	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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 Safer recruitment, investigating managers training Anti racism training day Reflective supervision Diversity and inclusion Dolls
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
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.	Safer recruitment Reflective supervision
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	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	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 inclusive recruitment Reflective supervision 2
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)	0
No. of part-time staff (17-34 hours per week)	5
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	5
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	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	4
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 AWIF for new starters and 1 staff doing QCF 3

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.5 hr 2.30- 10 shifts or 6.5 8-2.30 7-2.30 Or 8-2.30 for level 2 and 3 term time 7 till 10am or till 12 Level 2-night shift 9.25 Level 3 sleep in duties 7.75 shifts 2.30-10.5pm sleep in 7 till 2.45 pm minimum of 2 staff every shift or this level
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Staff Qualifications

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

Domestic staff

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

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

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

Service Details

Name of Service	Headlands School Children's Home Gelert West
Telephone Number	02920709771
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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Headlands we consult with the YP who sue our service via YP meetings within the home and we also use questionnaires' to gain feedback and give the YP a voice.

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?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	At Headlands Gelert West we have a wonderful large rear garden with raised decking appropriate for the YP needs.

Provide details of any other facilities to which the residents have access

At Headlands Gelert West the YP have access to a fully equip games room and a large sun lounge leading onto rear garden decking appropriate for the YP needs.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Care staff advocate for our young people ensuring their voices are heard through children's meeting that take place at the homes monthly, one to one session with their keyworker and annual education and CLA reviews.</p> <p>Personal plans are created which include information about the young person's care and support needs and how this will be provided. Each personal plan is outcome focused and opportunities are made available to our young people developing their independence.</p> <p>All young people have a child friendly plan (My Plan) which is written in their voice and details the most important things to them.</p> <p>Young people are encouraged to have their voice heard and care staff ask important questions about their care and support needs and their relationships.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Young people are supported to reach their educational potential and attend school regularly. The staff team encourage young people to have healthy habits and sleep routines and provide consistent and nurturing support daily.</p> <p>Risk assessments are in place for each young person to ensure care staff are aware of the assessed risks for children and their peers. Risk assessments are reviewed regularly and detail potential risks and appropriate mitigating strategies.</p> <p>Young people are offered age-appropriate activities within the home or out in the community ensuring their physical and emotional well-being is promoted.</p> <p>Our care staff promote positive behaviour management through our therapeutic model of care DDP (Dyadic Developmental Psychotherapy) and our behaviour model of practice, Therapeutic Crisis Intervention (TCI).</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe guarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.</p> <p>Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.</p> <p>Our young people have access to an independent advocate who visits their homes termly.</p>

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe guarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	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.	Fire Safety, COSHH, Legionella Awareness, Autism Awareness, Medication Training for Trainers, Asbestos Awareness, Franklin Covey 7 Habits, TCI Training for Trainers, Investigating Managers, Data Protection
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	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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Asbestos Awareness, Legionella Awareness, Autism Awareness, Transgender Awareness, Data Protection

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.	10.30am – 11pm Sleep 7.30am – 12pm 2.30pm – 11pm = Late 7.30am – 4pm. = Early
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	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.	Fire Safety, Asbestos Awareness, Legionella Awareness, Autism Awareness, Transgender Awareness, Data Protection
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	10.30am – 11pm Sleep 7.30am – 12pm 2.30pm – 11pm = Late 7.30am – 4pm. = Early
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Awareness, Asbestos Awareness, COSH H, Data Protection
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	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Legionella Awareness, Asbestos Awareness, Data Protection

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	0

Other types of staff

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

Service Details

Name of Service	Headlands School Children's Home Pentir
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Telephone Number	02920709771
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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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Pentir we offer regular questionnaires to gain the YP's thoughts, feelings, likes and dislikes. We facilitate review meetings and children's meetings to gain feedback and consultation with YP.

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	YP who live at Pentir have access to the school grounds and the garden of the home. The school at Headlands has a plethora of animals who are cared for by the YP, dog, Lama's, tortoise and chickens.
Provide details of any other facilities to which the residents have access	the YP at Pentir have access to all community facilities within the Penarth 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

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.

Care staff advocate for our young people ensuring their voices are heard through children's meeting that take place at the homes monthly, one to one session with their keyworker and annual education and CLA reviews.
 Personal plans are created which include information about the young person's care and support needs and how this will be provided. Each personal plan is outcome focused and opportunities are made available to our young people developing their independence.
 All young people have a child friendly plan (My Plan) which is written in their voice and details the most important things to them.
 Young people are encouraged to have their voice heard and care staff ask important questions about their care and support needs and their relationships.

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.

Young people are supported to reach their educational potential and attend school regularly. The staff team encourage young people to have healthy habits and sleep routines and provide consistent and nurturing support daily.
 Risk assessments are in place for each young person to ensure care staff are aware of the assessed risks for children and their peers. Risk assessments are reviewed regularly and detail potential risks and appropriate mitigating strategies.
 Young people are offered age-appropriate activities within the home or out in the community ensuring their physical and emotional well-being is promoted.
 Our care staff promote positive behaviour management through our therapeutic model of care DDP (Dyadic Developmental Psychotherapy) and our behaviour model of practice, Therapeutic Crisis Intervention (TCI).

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	7
	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.	Action for Children Mandatory training completed, safeguarding, H+S compliance, therapeutic interventions
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	Action for Children mandatory training

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
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.	10.30am – 11pm Sleep 2 staff 7.30am – 12pm 1 staff 2.30pm – 11pm = Late 1 staff 7.30am – 4pm. = Early
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	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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	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.	Action for Children mandatory training
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)	2
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.	10.30am – 11pm Sleep - 1 staff 7.30am – 12pm 2 staff 2.30pm – 11pm = Late 2 staff 7.30am – 4pm. = Early
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	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	Headlands School Children's Home Talgarth
Telephone Number	02920709771

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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Pentir we offer regular questionnaires to gain the YP's thoughts, feelings, likes and dislikes. We facilitate review meetings and children's meetings to gain feedback and consultation with YP.

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	YP who live at Talgarth have access to the school grounds and the garden of the home. The school at Headlands has a plethora of animals who are cared for by the YP, dog, Lama's, tortoise and chickens.
Provide details of any other facilities to which the residents have access	YP have access to the local community facilities in Penarth.

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.

Care staff advocate for our young people ensuring their voices are heard through children's meeting that take place at the homes monthly, one to one session with their keyworker and annual education and CLA reviews.
 Personal plans are created which include information about the young person's care and support needs and how this will be provided. Each personal plan is outcome focused and opportunities are made available to our young people developing their independence.
 All young people have a child friendly plan (My Plan) which is written in their voice and details the most important things to them.
 Young people are encouraged to have their voice heard and care staff ask important questions about their care and support needs and their relationships.

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.

Young people are supported to reach their educational potential and attend school regularly. The staff team encourage young people to have healthy habits and sleep routines and provide consistent and nurturing support daily.
 Risk assessments are in place for each young person to ensure care staff are aware of the assessed risks for children and their peers. Risk assessments are reviewed regularly and detail potential risks and appropriate mitigating strategies.
 Young people are offered age-appropriate activities within the home or out in the community ensuring their physical and emotional well-being is promoted.
 Our care staff promote positive behaviour management through our therapeutic model of care DDP (Dyadic Developmental Psychotherapy) and our behaviour model of practice, Therapeutic Crisis Intervention (TCI).

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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) 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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Legionella Awareness, Autism Awareness, Medication Training for Trainers, Asbestos Awareness, Franklin Covey 7 Habits, TCI Training for Trainers, Investigating Managers, Data Protection
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Asbestos Awareness, Legionella Awareness, Autism Awareness, Data Protection

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.	Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm
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	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	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	2
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.	Fire Safety, Asbestos Awareness, Legionella Awareness, COSHH, Autism Awareness, Data Protection
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
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.	Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm
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	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Awareness, Asbestos Awareness, COSHH, Data Protection
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	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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Legionella Awareness, Asbestos Awareness, Data Protection

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	0

Other types of staff

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

Service Details

Name of Service	Headlands School Children's Home Ty Arth
Telephone Number	02920709771
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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Talgarth we complete regular questionnaires with the YP as well as YP meetings and review meetings where they share their voice and highlight their likes, dislikes, wants and needs

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	YP who live at Ty Arth have access to the school grounds and the garden of the home. The school at Headlands has a plethora of animals who are cared for by the YP, dog, Lama's, tortoise and chickens.
Provide details of any other facilities to which the residents have access	The YP at Talgarth have access to all local amenities in Penarth.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Care staff advocate for our young people ensuring their voices are heard through children's meeting that take place at the homes monthly, one to one session with their keyworker and annual education and CLA reviews.</p> <p>Personal plans are created which include information about the young person's care and support needs and how this will be provided. Each personal plan is outcome focused and opportunities are made available to our young people developing their independence.</p> <p>All young people have a child friendly plan (My Plan) which is written in their voice and details the most important things to them.</p> <p>Young people are encouraged to have their voice heard and care staff ask important questions about their care and support needs and their relationships.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Young people are supported to reach their educational potential and attend school regularly. The staff team encourage young people to have healthy habits and sleep routines and provide consistent and nurturing support daily.</p> <p>Risk assessments are in place for each young person to ensure care staff are aware of the assessed risks for children and their peers. Risk assessments are reviewed regularly and detail potential risks and appropriate mitigating strategies.</p> <p>Young people are offered age-appropriate activities within the home or out in the community ensuring their physical and emotional well-being is promoted.</p> <p>Our care staff promote positive behaviour management through our therapeutic model of care DDP (Dyadic Developmental Psychotherapy) and our behaviour model of practice, Therapeutic Crisis Intervention (TCI).</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.</p> <p>Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.</p> <p>Our young people have access to an independent advocate who visits their homes termly.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safeguarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.</p> <p>Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.</p> <p>Our young people have access to an independent advocate who visits their homes termly.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Legionella Awareness, Autism Awareness, Medication Training for Trainers, Asbestos Awareness, Franklin Covey 7 Habits, TCI Training for Trainers, Investigating Managers, Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Asbestos Awareness, Legionella Awareness, Autism Awareness, Transgender Awareness, Data Protection
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	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.	Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm
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
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	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.	Fire Safety, Asbestos Awareness, Legionella Awareness, COSHH, Autism Awareness, Data Protection
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

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>1</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>2</p>
<p>Equality, Diversity & Human Rights</p>	<p>2</p>
<p>Infection, prevention & control</p>	<p>2</p>
<p>Manual Handling</p>	<p>2</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Legionella Awareness, Asbestos Awareness, COSH H, Data Protection</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Awareness, Asbestos Awareness, COSH H, Data Protection
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	1
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?	No

Service Profile

Service Details

Name of Service	Headlands School Children's Home Ty Canol
Telephone Number	02920709771
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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Ty Canol we complete regular questionnaires with the YP to ascertain their likes, dislikes, wishes and wants ensuring their voice is heard via review meetings and YP house meetings.

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	YP who live at Ty Canol have access to the school grounds and the garden of the home. The school at Headlands has a plethora of animals who are cared for by the YP, dog, Lama's, tortoise and chickens.
Provide details of any other facilities to which the residents have access	YP at Ty Canol have access to the local community facilities in Penarth.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Care staff advocate for our young people ensuring their voices are heard through children's meetings that take place at the homes monthly, one to one sessions with their keyworker and annual education and CLA reviews.</p> <p>Personal plans are created which include information about the young person's care and support needs and how this will be provided. Each personal plan is outcome focused and opportunities are made available to our young people developing their independence.</p> <p>All young people have a child friendly plan (My Plan) which is written in their voice and details the most important things to them.</p> <p>Young people are encouraged to have their voice heard and care staff ask important questions about their care and support needs and their relationships.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Young people are supported to reach their educational potential and attend school regularly. The staff team encourage young people to have healthy habits and sleep routines and provide consistent and nurturing support daily.</p> <p>Risk assessments are in place for each young person to ensure care staff are aware of the assessed risks for children and their peers. Risk assessments are reviewed regularly and detail potential risks and appropriate mitigating strategies.</p> <p>Young people are offered age-appropriate activities within the home or out in the community ensuring their physical and emotional well-being is promoted.</p> <p>Our care staff promote positive behaviour management through our therapeutic model of care DDP (Dyadic Developmental Psychotherapy) and our behaviour model of practice, Therapeutic Crisis Intervention (TCI).</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe guarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.</p> <p>Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.</p> <p>Our young people have access to an independent advocate who visits their homes termly.</p>

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

Young people are supported by care staff who understand their safeguarding responsibilities and are confident in following safe guarding processes and procedures set out in the Safeguarding Policy. All staff have completed safeguarding training and refresher training is provided 3 times a year to ensure staff knowledge is refreshed with current legislation.
 Young people are safe, supported and well cared for in the home and care staff have created positive relationships with them. All safeguarding concerns are responded to appropriately and in a timely manner.
 Our young people have access to an independent advocate who visits their homes termly.

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	1	

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, Legionella Awareness, Autism Awareness, Medication Training for Trainers, Asbestos Awareness, Franklin Covey 7 Habits, TCI Training for Trainers, Investigating Managers, Data Protection
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	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	1
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.	Fire Safety, Asbestos Awareness, Legionella Awareness, Autism Awareness, Data Protection

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

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.	Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	Fire Safety, Asbestos Awareness, Legionella Awareness, COSHH, Autism Awareness, Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Sleep shift - 10:30am – 11pm, Sleep, 7:30am – 12pm Late shift – 2:30pm 0 11pm Early shift – 7:30am – 4pm
<p>Staff Qualifications</p>	
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
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

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

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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Legionella Awareness, Asbestos Awareness, Data Protection

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other types of staff

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

Service Details

Name of Service	Park House Children's Home
Telephone Number	01639882529
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
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Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Park House parental questionnaires were sent out via link and parental questionnaires completed during review meetings, YP children's meetings are held where we discuss their care and home environment throughout 12 months. Park House has an active social media platform Face Book where we share specific news.

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?	3
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	At Park House, we have a large out door space which includes trampoline, climbing apparatus and specialist Swing. Park House has a large storage facility in the form of a large shed, also in outdoor area is water play and sensory area. Park House is situated near the coast the Young People have access to country and beach walks.
Provide details of any other facilities to which the residents have access	At Park House we have a large specialist sensory room with a variety of special equipment for activities. The service also has access to a minibus which gives access to park and other community areas

Communicating with people who use the service

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

Other	Yes
List 'Other' forms of non-verbal communication used	Visual Timelines

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.

At Park House we encourage young people to be involved in the preparing of their personal plans. Their likes / dislikes and preferences are acknowledged and evidenced through daily recordings and outcomes. Young people are able to choose their activities, meals and snacks through verbal, PEC and Makaton communications. This is done during every stay for each individual young person, the young people are able to choose their favourite things and be involved in their planning for future stays. To promote the young people's voice we ensure that the person centred reviews (held 6 monthly) with parents, carers and the placing authority are conducted and lead with the child's voice at the centre of discussions. The link worker reports on topics which promote choice and partnership such as:

- Things that are important to me (the young person)
- What we admire about you (staff feedback relating to the young person)
- What is working well for me
- What is not working well for me
- What I have been up to (including details and evidence of activities, trips etc during young person's stays)
- My priorities for the coming year

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.

Staff encourage and support young people to work towards their personal goals and record their progress on their individual outcome arrows. Staff take into account compatibility when allocating young people's overnight stay, young people are able to express through their different forms of communication, who they would like to spend their time with. Staff encourage social interactions and developments through play / meal time activities.

We try to be SMART when we set outcomes for the children and ensure that the outcome is something the child can attain and not an unrealistic outcome. However, we recognise that young people's development changes and sometimes this means we have to take steps backwards and re look at the bigger picture for the young person's overall wellbeing.

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

Young people are aware of who they can talk to if they have any concerns or worries. Staff are trained in Safeguarding and are vigilant when working with young people. All staff are DBS checked and staff are aware of whistle blowing policy and managers have an open door policy if staff need to report any concerns.

Action for Children have robust safeguarding policy and procedures that are followed within Park House. All staff complete mandatory safeguarding training, Safeguarding is a standard agenda at team meetings, supervisions and appraisals. Safeguarding levels are noted for each young person in their digital file and a multi-agency approach is taken for all safeguarding concerns.

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

We continually strive to update Park House to maintain a warm and welcoming environment. Creating sensory areas that meet all children's needs.

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO,
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO, Safer Recruitment.

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

Filled and vacant posts

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

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

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

Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

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

Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO, Safer Recruitment.

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0

Nursing care staff

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

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

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

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

Filled and vacant posts

No. of staff in post	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	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.	Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO, Safer Recruitment.
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)	0
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.	2-9.30pm (2 staff) 06.30-2pm (2 staff) 9.30pm-06.30am (1/2 staff) 9am-5pm (2 staff)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Safeguarding	10
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Display screen equipment, Legionella awareness, GDPR, Phish alert, Internet security and you, data protection, social engineering.
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	0
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	Powys Community Additional Needs Project (Domiciliary Care).
Telephone Number	01597822190
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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Reg 73 visit Service consultation/Questionnaire

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Support workers continue to complete activity sheets at the end of support sessions with the children and young people, these have been reviewed by Service Practitioners to capture Child and Young person's voice and opinion, where necessary using symbols, facial expressions body language. Families sign and add any comments following the end of the session. A whole service review has recently been completed due to a change in management, the purpose is to capture feedback from families, staff and young people, feedback questionnaires have been gathered and recorded from children, young people, families, staff, to evaluate the home sitting service Child centred reviews have been attended by service practitioners, the children and young people are actively encouraged to use their voices, and are listened to, any requests considered and met wherever possible. The voice and choice of our children and young people are encouraged when planning support sessions. These discussions are documented on the children's/young person's digital case file and activity sheets. We continue to strive to ensure that the young people are at the centre of the service that we provide; staff actively talk to the young people while carrying out support and follow their plan of care to ensure that we are working with them in the way that suits the young person, and we try to be flexible and adaptable in how we deliver the service. The Care and support plans reflect the choice and opportunities for young people. The home-sitting domiciliary care service promotes an open, honest, and transparent culture through increased communication with staff and service users. Young people, their families/carers and professionals are encouraged to have open discussions with the staff who actively listen and evaluate service to reflect on young people's changing needs to reflect person centred practice and voice and choice.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>and behavioural development. All staff are encouraged to support and focus outcomes regarding health and wellbeing during support visits. Personal Plans are developed with the families and young people to ensure that all their views, beliefs and needs are documented. It is evident through support, feedback, and review that all the children are continuing to progress well against their outcomes. During care and support reviews health and well-being is discussed, and any issues are recorded within individual care and support plans, these are then shared with supporting staff and the Integrated disability team with consent. Through wellbeing calls staff have become more communicative creating an open and honest culture whilst feeling heard and valued. Service Practitioners have discussed any additional pressures families may be facing, particularly during the current cost of living crisis and have accessed Action for Children's crisis funding where needed to support families through critical or difficult times. All documentation is available in Welsh however we need to ensure that all documentation is provided both in English and Welsh consistently. A Service coordinator and Registered Manager both attend Welsh focus group within Action for Children to support and develop good practice and share with the staff and team.</p>

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

All policies and procedures are up to date and shared with staff within team meetings. These policies include robust Safeguarding policies and procedures. Staff are encouraged to access policies and procedures through Action for Children's intranet. Staff are also provided with copies of documents as required. Respect and independence is encouraged and championed to enable CYP to feel safe in the care of our staff. BBS and safe recruitment policies and procedures are followed and implemented to ensure safe services are provided for our CYP and their families.

A SharePoint file for staff is being created to enable easy access for staff to view policies and procedures and any essential information this may require to include rotas, activities for young people, staff handbook.

Staff have been actively encouraged and supported to have covid boosters, and annual flu vaccinations. Staff are advised to stay at home if feeling unwell and encouraged to take a Lateral flow test if showing any covid symptoms

All children/young people and their families feel safe with Action for Children staff when asked at review.

We have had no whistle blowing incidents or complaints and continue to promote an open door policy and duty of candour. The service positively affirms the diversity of service users' lifestyles in relation to race, gender, culture, language, disability, religion, health, sexuality, differing patterns of family life or dependency needs.

Children will be provided with positive images and role models, which will mirror and reinforce their own lifestyles thereby assisting the development of coping mechanisms to resist discrimination.

The service can provide all documents in Welsh.

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) 3

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

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Mandatory Action for Children training. 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

Staff Qualifications

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

Deputy service manager

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

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

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Action for Children mandatory training Decider training (mental health) Blues training (mental health)
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)	1
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 social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0

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

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

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

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

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	0

Other types of staff

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

Service Details

Name of Service	Tan y Bryn
Telephone Number	01745591320
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 Language

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly Feedback questionnaires, LAC reviews, Monthly Advocacy visits, Monthly YP meetings with Link workers, YP weekly meetings.

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	One Acre of land, complete with tree swing, trampoline, Summer house, Fire pit, tree house and goal posts. Outside dining area and seating area. 2x polytunnels and fruit orchid.
Provide details of any other facilities to which the residents have access	Conference room where meetings take place

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>young people are supported to have control over their day-to-day life choices and are listened to. They also have commissioning services, family and an independent advocacy service to assist them in the decision-making process. Young people meet regularly with care staff as a group to discuss menu planning and activities, and individually to discuss their progress or any issues. The home is working towards providing a Welsh speaking service and currently has two permanent member of care staff that speaks Welsh fluently. The manager and care staff support young people to promote and maintain their cultural identity.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The home supports young people to be physically and emotionally healthy by encouraging a healthy lifestyle, and ensuring they have prompt access to health services. A balanced diet is encouraged and young people's behavioural support, physical, emotional, and mental health well-being needs are monitored. Young people benefit from receiving well planned, individualised care that meets their needs effectively. Care staff address the issues experienced by young people, by helping them to work through their problems and any anxieties. The management team and care staff stand by young people, and do not give up on them easily. This has resulted in young people having long and very settled placements. Young people move from the home in a planned way, and continue to maintain contact with the manager and care staff.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safety of young people is prioritised. Care staff have access to the services' child protection policies and procedures and attend safeguarding training. Enhanced recruitment checks are completed, and relevant behavioural and risk assessment documentation is updated when required. The manager monitors care staff practices to ensure young people receive the best care possible.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people live in a home that meets their needs, supports them to maximise their independence and achieve a sense of well-being. The home is located in a rural setting but not far from a town where young people can access shops and other amenities. They can visit larger towns and cities via public transport links or the home's own transport arrangements. The home provides accommodation for up to five young people who have their own bedrooms with en-suite shower rooms. Young people's bedrooms are decorated to their personal taste, have suitable furniture, and contain items of importance to them. The communal areas are spacious and attractively decorated and furnished, providing young people with an uplifting environment. The manager is passionate about improving the experiences of young people, and actively pursues funding from different organisations to enhance the environment. A positive feature of the home is the outdoor space. The home is set in large grounds which provide plenty of areas for play and learning. The manager promotes the service provider's 'Budding Minds' programme, which provides opportunities for young people to grow their own fruit and vegetables. The home has an orchard and poly tunnels, and young people use the food they grow in their menus, baking and to make jams and other preserves. Health and safety checks of the premises are completed. The home was secure upon our arrival, our identity was checked, and we were requested to sign the visitor book in accordance with fire safety arrangements. The staff team reports on areas requiring improvement to the service provider's maintenance team. Work is completed in a timely manner and the service provider is supportive of financial investment within the home. Processes are in place to ensure confidential and sensitive information is stored securely.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Understanding Boundaries The 7 habits of highly effective people PACE first aid in the work place Understanding Boundaries The 7 habits of highly effective people PACE first aid in the work place mental health of LAC, supporting YP who self-harm or present with suicidal ideation. DDP level 1 Introduction to DBT residential managers training depression, psychosis, anxiety, - Tool kits Unconscious bias Holding the space</p>	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> *Understanding Boundaries *The 7 habits of highly effective people *PACE *first aid in the work place *mental health of LAC, supporting *YP who self-harm or present with suicidal ideation. *DDP level 1 *Introduction to DBT *residential managers training depression, psychosis, anxiety, - Tool kits *Unconscious bias *Holding the space
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Contractual Arrangements

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

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

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
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Nursing care staff

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> *PACE *first aid in the work place *mental health of LAC, supporting YP who self-harm or present with suicidal ideation. *Introduction to DBT *depression, psychosis, anxiety, - Tool kits *Unconscious bias *Holding the space *Understanding boundaries

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.	<ul style="list-style-type: none"> 10am - 11pm (1 staff) 11pm - 7am (sleep in) (1 staff) 7am - 10.30am (1 staff)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	*PACE *first aid in the work place *mental health of LAC, supporting YP who self-harm or present with suicidal ideation. *Introduction to DBT *depression, psychosis, anxiety, - Tool kits *Unconscious bias *Holding the space *Understanding boundaries

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.	Full shift with sleep in x 2 Staff daily 10am -11pm (13hrs) (1 staff) Sleep in (11-7am) (1 staff) 7am- 10.30am (3.5 hrs) (1staff) Support shift x 1 daily (1 staff) 10am-10pm (12hrs)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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	Tan-y-Dre
Telephone Number	01978311664
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

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	1
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?	Regular house meetings and ongoing 1:1 time with staff, also access to Team leader and RM Feedback forms sent to social workers who refer to the service.
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large front garden with built in trampoline, swing and large grassed area. Also decked area for seating.
Provide details of any other facilities to which the residents have access	Tan Y Dre is close to all local amenities and integration within the local area is a priority.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Whenever possible, the young people are supported to have control over their day to day life choices and are listened to. They also have commissioning services, family and an independent advocacy service to assist them in the decision making process. Young people meet regularly with care staff as a group to discuss menu planning, activities, and individually to discuss their progress or any issues. The home supports young people to be physically and emotionally healthy by encouraging a healthy lifestyle, and ensuring they have prompt access to health services. A balanced diet is encouraged and young peoples behavioural support, physical, emotional, and mental health well-being needs are monitored.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Young people benefit from receiving well-planned, individualised care that meets their needs effectively. Young people contribute to their personal plans, which provide information about their care and support needs, routines, and preferences. Care staff review with young people regularly, to make sure they are accurate and suitable. The plans include what matters to them and their wishes and goals. Care staff follow young people's individual personal plans consistently, so young people understand and respect boundaries.</p>

The extent to which people feel safe and protected from abuse and neglect.	Care staff address the issues experienced by young people, by helping them to work through their problems and any anxieties. The care staff and management stand by the young people, and do not give up on them easily. This has resulted in young people having long and very settled placements. The manager and care staff are ambitious for the young people, and young people are more confident and assertive as a result. The home fosters a positive culture of high aspiration that leads to changes and improvements in the young people's lives.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The safety of the young people is prioritised, Care staff have access to the services' child protection policies and procedures and attend safeguarding training. Enhanced recruitment checks are completed, and relevant behavioural and risk assessment documentation is updated when required.

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)	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	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	0	

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	conflict resolution, managing allegations, DDP,
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
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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
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 social care worker	2
No. of staff working towards the required/recommended qualification	2
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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4

Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
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.	RM and TL 9-5 mon- fri All other staff 10am – 10pm
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	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
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 Laura Children's Home
Telephone Number	01792360998
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	45
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Ty Laura parental questionnaires were sent out via link and parental questionnaires completed during review meetings, YP children's meetings are held where we discuss their care and home environment throughout 12 months. Ty Laura has an active social media platform Face Book where we share specific news.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
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	Ty Laura has 2 secure garden playgrounds, one of which has a basket ball courts and a large grass area with graffiti boards, the other has specialist play equipment in the form of swings and frames, sitting area with a canopy and a pergola. Large grass and flower beds give a calm and spacious feel to the outside.
Provide details of any other facilities to which the residents have access	At ty Laura there is a specialist sensory room with lights, textures, and projector games. We also have access to a bus which enables the young people to access community outdoor spaces such as local parks, beaches and woodlands etc.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Ty Laura all children take part in their individual children's meetings as well as group children's meetings children's meetings, they also have key worker sessions throughout their stays stays. PCR's (Person Centred Reviews) are completed every 6 months where the young person will engage with their likes and dislikes as to what is working for them and what is not. Children are supported to participate in the meeting using communication methods they are comfortable in using if non-verbal and have discussed, what trips and activities they like after school, food and drink preferences as well as staff they like to have work with them. The social media page has now activated and this will become a tool in enabling the sharing of news regarding the service with followers of the page. Reach currently stands at 61 followers.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The young people are given opportunities to engage in activities within the project and also in the community that is of interest to them. The young people complete arts and crafts, baking and cooking, puzzles and games independently and with their peers. In January, 3 young people were also able to attend another service users 18th birthday party in the local area after discussions were held with all parents allowing continuation of friendships. Many of the young people are non-verbal or struggle with communicating effectively. To support communication, communication books have been created and are used on a daily basis to aid the young people to communicate wants and needs and therefore relieve potential frustrations and behaviours around being misunderstood. To build on this the staff are developing specific pages that can be incorporated into these books that hold key PECS specific to the individuals likes and communication needs. Staff have also access Makaton Level 1 training to supplement the use of PECS to give opportunities for our young people to have their thoughts voiced.</p> <p>We have updated our young persons guides and now includes PECS, videos through QR codes and pictures of the project. This is now immersive and accessible for the young people and also gives the young people and introduction to their Link Worker through a video link. This will prepare the young people for their first visits more and we do encourage a visit with family first before the initial tea visits.</p> <p>At Ty Laura outcomes for each individual young person are specific to them and are set at the start of the journey via an outcomes ladder distance travel tool. Young people are given if appropriate opportunities to access the community, engage in activities of their choice. Staff receive core mandatory training- manual handling, team teach, administration of medication, first aid, health-respiratory, PEG feeds, suctioning, anaphylaxis.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Action for Children have robust safeguarding procedures which are followed via the policy, staff complete mandatory training and safeguarding is a set agenda item in team meetings, supervisions and APR's. notifications are made to CIW as per guidance. Ty Laura is warm and welcoming and we strive to be a safe secure place for the young people to feel safe.</p>

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

Along with the bedrooms that were completed in the previous six months the same artists, Fresh Creative have returned to complete the Mural outside as you enter the building. This has brought a fresh, colourful and warm stimulus as you enter the building.

Parents have commented positively to the new wall with one parent saying that it 'is bright and vibrant, exactly what Ty Laura is 'With more secure and wider reaching internet being installed and further routers installed the internet is now more accessible in the young people's bedrooms. This has allowed for Firesticks to be used, with pin controls and age limits controlled for staff monitoring, to allow young people to watch films within the comfort of their room. This has also reduced some behaviours around the lounge TV as young people now have the option to utilise the TVs in their bedroom effectively if other young people are watching programmes in the lounge.

We have extensive space in the garden for the young people to explore and provides opportunities for them to self-regulate as well enjoy the outdoors in secure area with staff supervision. The project also looks to promote the Welsh language and culture through their displays

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	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.	Diabetes Competency, Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO,
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
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	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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes Competency, Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO,
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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	8
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	7
Safeguarding	7

Medicine management	8
Dementia	0
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes Competency, Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO, Epilepsy with Midazolam, Asbestos Awareness
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	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	5
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?	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	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	11
Health & Safety	7
Equality, Diversity & Human Rights	9
Infection, prevention & control	4
Manual Handling	10
Safeguarding	10
Medicine management	9
Dementia	0
Positive Behaviour Management	1
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes Competency, Fire Safety, Emergency First Aid at Work, MIDAS, Team Teach, GDPR, Data Protection, Display Screen Equipment, PPE, Legionella Awareness, Health Training, including GASTRO, Epilepsy with Midazolam, Asbestos Awareness

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	6
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Term time 7am-10 am (2 staff) 3pm-9/10pm (2 staff) 9pm-8am (1/2 staff)</p> <p>Weekends 7am-12.30pm 12.00pm-9/10pm Holiday time as above plus 7am-15.50pm 10am-9pm</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4

Domestic staff

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

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

Service Details

Name of Service	Ty Robin Goch
Telephone Number	01446733952
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Ty Robin we regularly hold Young Persons meetings to gain feedback, this completed most days on the individual stays. We consult with families formally a questionnaires and informally through open days via consultation and discussions

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	At Ty Robin we have a large garden which contains a specialist vegetable patch for the Young People to grow their own, there is a large grass area with a children's roundabout, sandpits and swings with a Muriel backdrop

Provide details of any other facilities to which the residents have access	At Ty Robin we have very well equipped specialist sensory room and large playroom which is bright and open creating a safe place for the young people
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Ty Robin all children take part in their individual children's meetings as well as group children's meetings children's meetings, they also have key worker sessions throughout their stays stays. PCR's (Person Centred Reviews) are completed every 6 months where the young person will engage with their likes and dislikes as to what is working for them and what is not. Children are supported to participate in the meeting using communication methods they are comfortable in using if non-verbal and have discussed, what trips and activities they like after school, food and drink preferences as well as staff they like to have work with them. We have open days and events where CYP and their families have the opportunity to engage and have their voices heard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The young people are given opportunities to engage in activities within the project and also in the community that is of interest to them. The young people complete arts and crafts, baking and cooking, puzzles and games independently and with their peers. We have celebrated YP's birthday's with the CYP having the opportunity to go along to the birthday parties. Many of the young people are non-verbal or struggle with communicating effectively. To support communication, communication PECs books have been created and are used on a daily basis to aid the young people to communicate wants and needs and therefore relieve potential frustrations and behaviours around being misunderstood.</p> <p>At Ty Robin outcomes for each individual young person are specific to them and are set at the start of the journey via an outcomes ladder distance travel tool. Young people are given if appropriate opportunities to access the community, engage in activities of their choice. Staff receive core mandatory training- manual handling, team teach, administration of medication, first aid, health-respiratory, PEG feeds, suctioning, anaphylaxis.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Action for Children have robust safeguarding procedures which are followed via the policy, staff complete mandatory training and safeguarding is a set agenda item in team meetings, supervisions and APR's. Ty Robin is warm and welcoming and we strive to be a safe secure place for the young people to feel safe. Parental feedback states that the feel happy when their CYP attend Ty Robin as they know they are well looked after and safe. M ARFS completed as needed; Annual safeguarding training and scenarios in TM discuss safeguarding in TM and on supervisions</p>

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

Ty Robin has extensive space in the garden for the young people to explore and provides opportunities for them to self-regulate as well as enjoy the outdoors in a secure area with staff supervision. The project also looks to promote the Welsh language and culture through their displays at Ty Robin, the home is also adapted to the needs of the young people; maintained and planned upgrades explored. All disability resources for specific needs are available and maintained.

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

Number of posts and staff turnover

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Gastronomy MIDAS Wheel Chair clamping
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 Gastronomy MIDAS Wheel Chair Clamping
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?	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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Gastronomy MIDAS Wheelchair Clamping
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)	0
No. of part-time staff (17-34 hours per week)	5
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	4
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?	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	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	5

Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Gastronomy Wheelchair clamping
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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Early Shift- 7am-11am (2 staff) Afternoon- 2pm-10pm (2 staff) Night shift 10pm-9am (2 staff) Sleepin staff Senior social care workers- office hours 7am-3pm (1 staff)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NA

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	0

Catering staff

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

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

Service Details

Name of Service	Vale of Glamorgan Family Support Services, families with additional needs
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Telephone Number	01446733952
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At Ty Robin Dom Care service we use regular review feedback for ms with families and staff, we also use family questionnaires". We have drop ins and events at Ty Ron=bin where our Dom Care families can attend and share experiences, ideas and thoughts with staff, which again completing questionnaires. Discussions and consultations also take place in professionals meetings where the CYP & families have the opportunity to share their thoughts and feeling ensuring their voice is heard.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Personal plans are reviewed and updated to reflect any changes to the Dom care packages, this would be as a result of any changes within the home or the YP. Feedback is gathered from the YP and their family for their individual reviews; personal plans are specific for YPs needs and YP have the opportunity to feed into these with their likes, dislikes, thoughts and feelings. We ensure that the Dom Care personal plan mirrors the morning routine at home as timing is key due to the YPs needs and daily routines, we are pleased that the effect has been positive for the families. The YP enjoy seeing the staff they are familiar with in the mornings as part of their routine. This gives opportunity for continuity and engagement on a meaningful leave so YP can share their views openly. .</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>personal plans are robust and show the YPs needs, these are reviewed regularly, Staff follow the Action for Children medication policy which is stringently adhered to and any breaches of this policy investigated, and appropriate action taken. Staff members are managed in accordance with Action for Children policy and procedures. Regular reviews of documentation around medication and a robust medication procedure. To meet the health needs of the young people staff are trained by internal trainers regarding medication. We have close links with the local health board who support us by delivering child specific training in areas such as Epilepsy, administration of Buccal, Gastrostomy feeding and suctioning. Epilepsy training and Gastrostomy feeding are renewed annually. We have been able to access training face to face to refresh our knowledge with gastrostomy training. Accidents and Incidents are recorded and placed on the child's individual file and discussed in team meetings to allow lessons learnt to be shared and risk assessments amended as relevant.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The staff who work within the service acknowledge that disabled children are particularly vulnerable to abuse in all its forms. Staff are trained to be vigilant and sensitive to children's communication needs. Staff are committed to working with and acting in a child's best interest, in partnership with parents and other agencies. The service, however, has a responsibility to act upon any concerns relating to the child or young person's wellbeing which could result in other principles such as open access and partnership with parents. New staff receive an induction into Action for Children and the Service's Safeguarding Procedures. All staff also receives mandatory Safeguarding training from Action for Children that is regularly updated and reviewed. The service positively affirms the diversity of service users' lifestyles in relation to race, gender, culture, language, disability, religion, health, sexuality, differing patterns of family life or dependency needs. Children will be provided with positive images and role models, which will mirror and reinforce their own lifestyles thereby assisting the development of coping mechanisms to resist discrimination. The service can provide all documents in Welsh on request. Safeguarding is part of team meeting and supervision- annual training and scenarios discussed regularly.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type

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

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

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory Action for Children training, H & S, G astrostomy, Epilepsy.
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	5
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

