

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:	Keys Care Limited
The provider was registered on:	20/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Baruc House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Jo Griffiths
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Maes Yr Haf	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Alan Bate
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Nant View	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Craig Davies
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Mbuntain View	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Peter Walker
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Phoenix House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	20/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Melanie Dennis
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We provide all mandatory training as required by regulation and have completed an Impact Assessment that highlights individual need as a home, training has then been provided which meets our specific needs. We continually monitor the needs of our young people to ensure that our staff team is equipped with the appropriate level of training to meet need.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our People Strategy outlines our strategic plan. We use Safer Recruitment to recruit and keep in touch with applicants during onboarding. New starters complete induction and shadow shifts before probation. Supervision, Personal Development Plans and Appraisals are used to support progress and we recognise and celebrate people's journeys with us. Exit interviews are completed when required and we share learning both locally and nationally.

Service Profile

Service Details

Name of Service	Baruc House
Telephone Number	01446701352
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3950
The maximum weekly fee payable during the last financial year?	4540

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Baruc house has a front and back garden for young people and staff to access, there is seating area at front and back gardens with a lawn and flower beds at the front of the garden and a patio area at the rear of the home for a drying line and potted flowers and a vegetable patch where young people have grown strawberries and vegetables.
Provide details of any other facilities to which the residents have access	The home has a large front lounge which young people and staff have access to which is bright and airy with comfy sofas and a large tv. There is a side room called the snug with comfy sofas, large TV, access to games and books and a play station which is more of a chill out room for the young people.

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>As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.</p> <p>RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.</p> <p>Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.</p> <p>There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.</p> <p>The home has not been inspected by Care Inspectorate Wales but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as complaint with regulations under section 27(1) of the 2016 Act at the time of the visit.</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 hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a keys school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as complaint with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team.</p> <p>The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys.</p> <p>Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement.</p> <p>Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</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>10</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	anti bullying fire warden/safety risk management Conducting investigations Medication advanced HR policies and procedures safer recruitment
	<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
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	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	General Data Protection Fire safety Reporting and recording anti-bullying supervision/appraisal LGBTQIA internet safety COSH substance misuse
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 7.30am until 23.00 Sleep in shift - 07.30am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety anti-bullying Data Protection county lines COSHH child sexual exploitation Risk management Radicalisation Reporting and recording Self injurious behaviour LGBTQIA
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.	Day shift - 7.30am until 23.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
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	Maes Yr Haf
Telephone Number	01446760697
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3950
The maximum weekly fee payable during the last financial year?	4950

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?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Front paved driveway allows room for parking. Adjoining the house is the garage used for storage and some gym items. There is a basket ball hoop attached to the front of the house and young people sometimes use the drive for bikes and scooters.</p> <p>The large rear garden requires development on the bottom half due to an ongoing drainage problem. The top half of the garden has a patio area for outdoor seating/BBQ's etc, some raised beds for shrubs and flowers with a grassed area to enable outdoor games to be played i.e football, trampoline and swimming pool.</p>
Provide details of any other facilities to which the residents have access	<p>The home is situated in a small village with no real local amenities, but the home does get involved in local events (i.e fairs etc). We are located close to the outskirts of Cardiff, which hosts a large variety of events, activities, culture and amenities. Young people are able to attend to schools, sports and clubs etc within easy commuting distance.</p> <p>The home also has easy access to rural activities, the beach, parks and walking.</p>

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.

RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them and improvements have been made to the evidencing of such information.

The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit with 2 areas for improvement.

<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 hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that there has been significant improvements made to evidence that young people are supported with their ongoing health, development and wellbeing.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit, with 2 areas for improvement raised.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and improvements have been made to evidence that they are protected from abuse and neglect.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>

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

When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed. The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys. Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement. Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement or their personal outcomes. The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Undertaking Future Leadership course with the Key s Group, Radicalization and extremism training, self injurious behaviour training Intermediate Team Tea ch training, Gangs and County Lines training, COS HH training, Child Exploitation training, Recording a nd Report writing training, fire warden training, E sa fety training,GDPR training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
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	2
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1x Radicalization and extremism training, 1x self Injurious Behaviour training 2x Intermediate Team Teach training, 1x Gangs and County Lines training, 1x COSHH training, 2x Child Exploitation training, 2x Recording and Report writing training, 1x Fire Ward en training, 2x E safety training, 2x GDPR training
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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
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.	1x Radicalization and extremism training, 1x Intermediate Team Teach training, 2x COSHH training, 2x Child Exploitation training, 2x Recording and Reporting writing training, 2x fire warden training, 2x E safety training, 2x GDPR 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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am until 23.00 including sleep in. Day shift 8am until 22.00 There is a minimum of 2 staff on shift including sleep ins. Staffing numbers may increase dependent on the occupancy of the home and the needs of the young people.
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	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	1
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.	1x Radicalization and extremism training, 1x self injurious behaviour training 2x Intermediate Team Teach training, 1x Gangs and County Lines training, 1x COSHH training, 1x Child Exploitation training, 2x Recording and Report writing training, 2x fire warden training, 2x E safety training, 2x GDPR training
<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)	4
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.	7am until 23.00 including sleep in. Day shift 8am until 22.00 There is a minimum of 2 staff on shift including sleep ins. Staffing numbers may increase dependent on the occupancy of the home and the needs of the young people.

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	4

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	Mountain View
Telephone Number	01685810439
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3950.00
The maximum weekly fee payable during the last financial year?	4995.00

Complaints

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

Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Young people have access to the paddock play area ,where they play games on trampoline , badminton, tennis football, other ball games, including basketball</p> <p>A lovely patio seated area, to the front and side of the home, Assortment of flowers and hanging baskets</p>
Provide details of any other facilities to which the residents have access	Plenty of outside space around Mountain View where they can explore, play and relax

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>As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.</p> <p>RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.</p> <p>Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.</p> <p>There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit with 7 areas for improvement. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, It is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.</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 hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a keys school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit with 7 areas for improvement. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, It is my belief that the home has made progress to ensure that young people are supported with their ongoing health, development and wellbeing.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit with 7 areas for improvement. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the home has made significant progress to ensure that young people feel safe and are protected from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed.</p> <p>The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys.</p> <p>Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement.</p> <p>Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property.</p> <p>The home was been inspected by Care Inspectorate Wales at the beginning of the reporting year and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit with 7 areas for improvement. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that young people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>

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

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

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

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

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	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.	LGBTQI+, Kooth Training, Autism Awareness, Anti Racism, Keys Connect Awareness, Keys Connect Day 1+2, Safer Recruiting, Supervision Training, Appraisal and Talent Mapping, Fire Safety
	<p>Contractual Arrangements</p>	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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.	LGBTQI+, Kooth Training, Autism Awareness, Anti Racism, Keys Connect Awareness, Keys Connect Day 1+2, Fire Safety
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.	Day shift - 7.30am until 23.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
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	5
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
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.	LGBTQI+, Kooth Training, Autism Awareness, Anti Racism, Keys Connect Awareness, Keys Connect Day 1+2, Fire Safety, First Aid

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 7.30am until 23.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Nant View
Telephone Number	01443740000
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

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?	3950.00
The maximum weekly fee payable during the last financial year?	4950.00

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>There is a large garden area at the front of the home.</p> <p>At the rear of the home is a large patio area</p> <p>Shed at the rear of the home, where garden play equipment is stored. Also large garden swimming pool stored in the shed.</p> <p>Large car parking area at the front of the home</p>
Provide details of any other facilities to which the residents have access	<p>Kitchen</p> <p>Utility Room</p> <p>Bathroom</p> <p>Large games room that has a full size (8ftx 4ft) pool table, also an accessible PC</p> <p>There is also a seating area in the large front garden at the home</p>

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.

RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.

The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.

<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 hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>

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

When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed. The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys. Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement. Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement or their personal outcomes. The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.

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>		
<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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ASD - CSE - Fire Safety - a COSHH training Gangs and County Lines - Substance Misuse - First Aid at work - Internet Safety -
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1st Aid GDPR Internet Safety Radicalization ASD
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1st Aid GDPR Internet Safety Radicalization ASD

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am until 10.30pm including sleep in 7am until 10pm day shift Minimum of 2 staff on duty including 2 sleep ins. increase number of staff are used when home is maximum occupancy to support young people.
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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
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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	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	Team Teach CSE Gangs/County Lines SIB
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
<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)	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.	7am until 10.30pm including sleep in 7am until 10pm day shift Minimum of 2 staff on duty including 2 sleep ins. increase number of staff are used when home is maximum occupancy to support young people.

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?	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	Phoenix House
Telephone Number	01443411866
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3950.00
The maximum weekly fee payable during the last financial year?	4950.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2

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?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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	<p>Phoenix House has a secure garden to the rear of the home. The garden has a new fence surrounding it and a secure gate which locks from the inside. The garden has an area of Astro turf and a separate patio area, with large table and chairs set for outside dining in the summer. We also have a secure bike shed. We have small ornaments decorating the fence and the children have planted flowers and vegetables in the small area above the retaining wall. The home has two exits which lead onto the garden through the kitchen and through the games room. To the front of the home, we have a large barked area and a double swing bench which is used as another outdoor space for the children.</p>
Provide details of any other facilities to which the residents have access	<p>Phoenix House has a games room in one of the communal lounges. This room is separated from the lounge and has a large TV and games consoles. The games room also has various board games and reading books, both fiction and educational and other educational resources around the room. The lounge area has a projector instead of a standard TV which has access to different streaming channels and some games. We have bikes for the children to use and bike rack for the house car and various outdoor games to enjoy during the warmer dryer months. We also have a large outdoor pool which we erect during the hotter months.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt unhappy with their living arrangements and have been able to help 1 young person move on, thus evidencing young people's voices being heard, having choice in their care and having suitable and appropriate opportunities made available to them.

RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time. Young people have also been actively involved with 4C's Young Commissioners.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.

The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.

<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 hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>

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

When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed. The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys. Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement. Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property. Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement or their personal outcomes. The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.

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

Number of posts and staff turnover

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	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.	ADHD and Autism Keys connect awareness, day 1 and 2 (trauma informed model of care) Emergency first aid at work Food and nutrition GDPR Internet safety Fire safety COSHH Future Leadership Program (throughout the year, July 2022 to July 2023)

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

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	
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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	
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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	
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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.	ADHD and Autism Keys connect awareness, day 1 and 2 (trauma informed model of care) Missing from home Emergency first aid at work Food and nutrition Internet safety Fire safety Fire Warden

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Child Sexual Exploitation COSHH Fire Safety Fire Warden Gangs & County Lines Internet Safety Positive Behaviours Support Radicalisation & Extremism Reporting & Recording ADHD and Autism Keys connect awareness, day 1 and 2 (trauma informed model of care) Emergency first aid at work Food and nutrition GDPR Risk Management & Safer Caring Gangs County Lines and Criminal Exploitation Self Injurious Behaviour
<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)	4

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.	8am until 11pm with a sleep in 8am until 8pm long day (weekends and holidays) 2pm until 8pm short day (term time) There is a minimum of 2 staff on shift at any time with 2 completing sleep ins. one young person went up to 2:1 staffing during May 2022, hence the day shifts were added.
<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	4
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Child Sexual Exploitation COSHH Fire Safety Fire Warden Gangs & County Lines Internet Safety Positive Behaviours Support Radicalisation & Extremism Reporting & Recording ADHD and Autism Keys connect awareness, day 1 and 2 (trauma informed model of care) Emergency first aid at work Food and nutrition Risk Management & Safer Caring Gangs County Lines and Criminal Exploitation Self Injurious Behaviour
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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.
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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
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Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am until 11pm with a sleep in 8am until 8pm long day (weekends and holidays) 2pm until 8pm short day (term time) There is a minimum of 2 staff on shift at any time with 2 completing sleep ins. one young person went up to 2:1 staffing during May 2022, hence the day shifts were added.
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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	0
No. of staff working towards the required/recommended qualification	3

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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