

# Annual Return 2022/2023

## Provider Information to be published

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

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

Provider name: Leonard Cheshire Disability

The provider was registered on: 27/09/2018

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

The regulated services delivered by this provider were:

Danybryn	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	10/10/2018
Responsible Individual(s)	Nia Golding
Manager(s)	Anita Upham
Maximum number of places	31
Service Conditions	There are no conditions associated to this service
Llanhenock Lodge	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	15/10/2018
Responsible Individual(s)	Nia Golding
Manager(s)	
Maximum number of places	34
Service Conditions	There are no conditions associated to this service
Ty Owm	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	28/09/2018
Responsible Individual(s)	Nia Golding
Manager(s)	Jacqueline Wilkinson
Maximum number of places	20
Service Conditions	There are no conditions associated to this service
Dolywern	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	27/09/2018
Responsible Individual(s)	Nia Golding
Manager(s)	anna prichard
Maximum number of places	31
Service Conditions	There are no conditions associated to this service

Ethinog	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	27/09/2018
Responsible Individual(s)	Nia Golding
Manager(s)	Laura Armstrong
Maximum number of places	42
Service Conditions	There are no conditions associated to this service
South Wales supported Living	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/10/2018
Responsible Individual(s)	Nia Golding
Manager(s)	Jacqueline Wilkinson
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
North Wales supported Living	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/09/2018
Responsible Individual(s)	Nia Golding
Manager(s)	Joanne Davies
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>We ensured that all staff:</p> <ul style="list-style-type: none"> <li>• Attended mandatory training aligned to the All-Wales Induction Framework</li> <li>• Worked alongside experienced staff to build knowledge and confidence.</li> <li>• completed training tailored to the individuals they were supporting</li> <li>• Were observed as competent in line with All-Wales Manual Handling Passport and in giving medication.</li> <li>• Accessed external training/ for specialist areas - SALT, OTs,</li> <li>• Accessed vocational qualifications.</li> <li>• Were supported with their SCW registration</li> </ul>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Matched the service users to prospective staff members Involved service users in the selection process Recruited staff in line with equal opportunities and anti-discriminatory practice 6-month probationary period to allow everyone to ensure compatibility Observed/supervised staff to monitor practice Competitive pay and terms Excellent training opportunities and formal qualifications Management training programme Employee Assistance programme, including counselling support Long service awards</p>

#### Service Profile

#### Service Details

Name of Service	Danybryn
Telephone Number	02920842237
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	welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1703
The maximum weekly fee payable during the last financial year?	3499

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <ul style="list-style-type: none"> <li>• Participating in the recruitment, induction, and probation period of staff.</li> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

##### Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	31
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	Danybryn is surrounded by wheelchair accessible gardens that includes a flower garden designed and part funded by one of the residents and a sensory garden. They also have a disabled / wheelchair friendly allotment where they grow a selection of fruit and vegetables. There is a large patio area where they host BBQ's and outdoor events and a summer house with a separate patio area that will be completed in spring 2023.
Provide details of any other facilities to which the residents have access	Danybryn has a fully equipped physio room and a qualified physio on site and residents are also able to access the hydro pool in their sister home. There is a large activity room and the activities team have a busy schedule of activities which includes entertainers visiting the service and regular trips out using the two minibuses that the service has. Residents are also supported to attend church on a Sunday and various day centres and community projects. A hairdresser visits the service every four to six weeks and the service is currently arranging reflexology sessions that will start in May 2023.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Residents have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the operation and development of the service and are encouraged to become involved in the running of the home. They are consulted about staff appointments, actively involved in interviews, staff training needs and any proposed changes to the care home. To enable maximum involvement we ensure they have tailored communication support and give them balanced, objective information to help them in understanding alternatives, choices and solutions.

Residents have a voice and are encouraged to speak up in various ways, including on a one-to-one basis with carers, heads of department and the Service Manager. They have regular quarterly multi-disciplinary reviews which involve all appropriate individuals, from within and outside the home, as agreed with the resident. Residents' opinions are sought and changes to their care and support needs are agreed, and goals/outcomes are set and monitored. Most residents rate their involvement in writing and reviewing care plans as good and while some say they would like to be more involved others say they don't want to be involved.

We also have an independent customer survey that identifies any areas of best practice or concern. Accessible versions are available and residents are supported to complete them. Unfortunately, only 6 residents completed the last customer survey however they all rated the care and support and the level of choice and control over day to day life that they received as good or excellent and most rated the support they receive to access the community as good. The Service Manager has an "Open Door" policy and actively encourages suggestions and recommendations from residents.

Residents have basic routines that they like to follow but they also meet regularly with the activities team to discuss meals, trips out, gardens and any Covid guidance that is still in place. The activities staff inform residents what events are going on in the local area and suggest activities they believe residents may enjoy, and the residents will let them know which they would like to be part of. Residents also suggest any further opportunities they would like to have access to or activities they would like to take part in. As a result of this valued input, a plethora of activities have been organised this year, including charades, board games, baking, movie club and afternoon tea.

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.

Danybryn have adopted an individualised care approach and continually strive to empower their residents. Access and opportunity for meaningful activities within the home and the local community or recreational establishments is an important part of life for those who wish or are able to participate.

The service uses the "outcome circle" to evaluate how a resident is progressing while receiving support. It is an opportunity for the resident and/or representative to talk about things in their lives: what is happening now, what they want to happen in the future, anything they would like to do or change. The circle provides a framework for conversation and encourages everyone to reflect on the strengths and challenges that exist. The Outcome Circle is an evidence-based tool and is underpinned by three values; empowerment, collaboration and integration.

People living at Danybryn, or their family, will have a full understanding and have agreed to their care, treatment and support following the individual assessment of need. Staff ensure that the individual health, personal, social care needs and outcomes have been identified and that they are set out in an appropriate plan of care which is person centred to the resident. These plans will ensure that the resident is safe, and their welfare protected at all times. Relatives or advocates are involved in the planning and delivery of the care and treatment and support.

Help and assistance is offered to enable the resident to exercise choice and control with day to day living activity and everyone is encouraged to be as independent as possible. Staff treat all residents as individuals with dignity and respect and at all times their right to privacy and choice is paramount. Danybryn aims to ensure that the resident's lifestyle experience matches their expectations and preferences, and that they are always satisfied with their social, cultural, religious and recreational interests.

Should the resident choose to be responsible for their own medication, we will ensure that they are provided with suitable facilities, and we have appropriate policies and procedures in place to facilitate this.

There are established links with outside agencies, GPs and the Local Hospitals, which provide a full range of expertise. The GP visits the home weekly and as needed, and able residents are encouraged and supported to make their own appointments at the surgery. Transport is provided for these visits and other hospital appointments.

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

Over the past year the service manager has had a need to complete 6 safeguarding referrals, 4 of which were from one incident involving 4 residents, these are all now closed.

There have been no formal complaints from residents, their family, staff or professionals. A few concerns have been raised informally by staff to management and these have been dealt with internally.

Care and treatment is provided in a safe way for residents. This includes

assessing the risks to the health and safety of the resident while receiving the care.

- Doing all that is reasonably practicable to mitigate any such risks.
- Ensuring that persons providing care or treatment have the qualifications, competence, skills and experience to do so safely.
- Ensuring that the premises are safe to use for their intended purpose and are used in a safe way.
- Ensuring that the equipment used is safe for such use and is used in a safe way.
- Where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of residents and to meet their needs.
- The proper and safe management of medicines.
- Assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.
- Where responsibility for the care and treatment of residents is shared with, or transferred to, other persons, working with such other persons, residents and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the resident.
- The daily staffing arrangements for the service will be twelve staff per morning, and seven staff during the afternoons. This is excluding any additional 1:1 being provided.

The call bell system operates in all resident accessible areas. A monthly call bell audit ensures all bells are answered timely and alongside the dependency tool is a good way of checking that the staffing levels on shift are appropriate for the needs of the residents.

Special diets are catered for, and nutritional needs are assessed by care staff in liaison with the dietician and all kitchen staff and care staff are trained to ensure that the diet is at the right level for the individual

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

Danybryn has 30 bedrooms in the main house and a self-contained studio flat where the resident can live independently but with staff available if needed. This is a good transition to living in the community.

Bedrooms are personalised according to residents wishes and there is a re-decoration programme in place to ensure all rooms are kept fresh, three bedrooms have been decorated in the last quarter and there are plans in place for a further two bedrooms to be decorated and all communal areas.

Specialist equipment includes an overhead hoist in every bedroom, bathroom and toilet. Mobile hoists are also available for other areas where necessary. Tilt-in space commodes are used to access toilet areas for those with balance and sitting difficulties. Profiling beds and alternating pressure mattresses are available as required.

The home environment is spacious, light and airy with wide corridors that facilitate ease of movement in wheelchairs and all doors have automatic openers that mean all residents who are physically able and want to can move around the home independently.

Although the home is on two floors there are two lifts that residents can use to move between floors.

There is a kitchen / dining areas on each floor, these are accessible for residents that want to prepare their own drinks or meals independently or with assistance of staff.

There is a large, well equipped physiotherapy department and Danybryn has a physiotherapist and three physio assistants who provide individual treatment plans for the residents. They liaise with other external health professionals are available to support and encourage residents to work towards bit-size goals for their physical and mental well-being. The department also provides follow up treatment as prescribed by outside professionals and manages mobility related equipment.

There is a large activity room and the centre of the home and residents come and go throughout the day to take part and observe the programme of activities that is on-going.

The extensive grounds are easily accessible for wheelchairs. There are raised flowerbeds and a disabled / wheelchair accessible allotment with raised planters and a vegetable garden, where a variety of vegetables are grown and these are used in the meals for the residence once they have been harvested and any surplus sold to staff to enable re-investment in more plants. There is a sensory garden which is also very attractive for wildlife and butterflies.

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)	84
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.



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

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

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

#### Filled and vacant posts

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

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

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

Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	6
Safeguarding	5
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.	condition specific training is arranged as needed, nurses have access to clinicalskill.net to help keep their clinical knowledge up to date as well as any courses run by the local health board. All staff also complete GDPR training

#### Contractual Arrangements

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

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

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

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	nurses work either mornings (07:00 - 13:00), afternoon (13:00 - 19:30), long day (07:00 - 19:30) or nights (19:00 - 07:30) Danybryn has 2 nurses on all day (07:00 - 19:30) and 1 nurse at night (19:00 - 07:30) In addition there is at least one member of the management team in the service all day and they are also all qualified nurses
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Senior social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	4
Dementia	4
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	training in All Wales Induction Framework and the requirements for registration with Social Care Wales, First Aid and Choking training, competencies in delegated tasks such as catheter and peg care. GD PR

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

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

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

team leaders work either mornings (07:00 - 13:00), afternoon (13:00 - 19:30), long day (07:00 - 19:30) or nights (19:00 - 07:30)  
Danybryn has 1 team leader on every day shift and 1 team leader on 2 night shifts per week.

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	1

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	47
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	13
Health & Safety	40
Equality, Diversity & Human Rights	42
Infection, prevention & control	42
Manual Handling	39
Safeguarding	38
Medicine management	40
Dementia	42
Positive Behaviour Management	42
Food Hygiene	47
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Wales Induction and registration with SCW
<p>Contractual Arrangements</p>	
No. of permanent staff	47
No. of Fixed 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)	20
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	10
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>support workers work either mornings (07:00 - 13:00), afternoon (13:00 - 19:30), long day (07:00 - 19:30) or nights (19:00 - 07:30)</p> <p>Danybryn has 12 support workers on in the morning, 7 in the afternoon and 5 support workers at night. they also have 3 residents that are CHC funded for 1:1</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	36
No. of staff working towards the required/recommended qualification	11
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	6
Dementia	7
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH and training in the products they use
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 kitchen supervisor done advanced food hygiene 1 chef done level 2 doing level 3
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	1
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	Yes

List the role title(s) and a brief description of the role responsibilities.	<p>maintenance staff ensure that the service is kept safe and carry out health &amp; safety checks and routine repairs and decoration</p> <p>drivers ensure the vehicles are well maintained and drive residents to appointments and out on trips</p> <p>activities staff ensure a full programme of activities takes place 7 days a week and that there are trips planned for residents.</p>
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	15
Medicine management	14
Dementia	13
Positive Behaviour Management	12
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details



Name of Service	Dolywern
Telephone Number	01691718303
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	welsh is spoken by some staff and a couple of residents

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	29
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1477.24
The maximum weekly fee payable during the last financial year?	2139.27

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

##### Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Dolywern is surrounded by wheelchair accessible gardens that have a river running through them and includes a flower garden part funded by the residents and a sensory garden. They also have a disabled / wheelchair friendly allotment where they grow a selection of fruit and vegetables. There is a large patio area where they host BBQ's and outdoor events like spring and summer fairs and a summer house. Next door to the service there is a community hall where regular community events take place including outdoor theatres. A few years ago a direct path was built from the service to the hall making it fully accessible via a shorter route for residents in wheelchairs without them having to go near the road or public footpaths
Provide details of any other facilities to which the residents have access	Dolywern has a fully equipped physio room and a qualified physio on site. There is a activity room and the activities team have a busy schedule of activities which includes entertainers visiting the service and regular trips out using the two minibuses that the service has. They also use the large dining room which has a fully accessible kitchen to do baking activities with the residents and they use the garden room / conservatory for crafts. The service also has a residents IT room that has computers adapted to meet individual needs i.e large key boards. A hairdresser visits the service every couple of weeks

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>Residents have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the operation and development of the service and are encouraged to become involved in the running of the home. They are consulted about staff appointments, actively involved in interviews, staff training needs and any proposed changes to the care home. To enable maximum involvement we ensure they have tailored communication support and give them balanced, objective information to help them in understanding alternatives, choices and solutions.</p> <p>Residents have a voice and are encouraged to speak up in various ways, including on a one-to-one basis with carers, heads of department and the Service Manager. Resident's opinions are sought and changes to their care and support needs are agreed, and goals/outcomes are set and monitored. Most residents rate their involvement in writing and reviewing care plans as very good.</p> <p>We also have an independent customer survey that identifies any areas of best practice or concern. Accessible versions are available, and residents are supported to complete them. All the customers that completed the last customer survey all rated the care and support and the level of choice and control over day-to-day life that they received as good or excellent and most rated the support they receive to access the community as good.</p> <p>Residents have basic routines that they like to follow but they also meet regularly with the activities team to discuss My Voice My Choice, fund raising and proposed uses for the funds, meals, trips out, staffing and any Covid guidance that is still in place. The activities staff inform residents what events are going on in the local area and suggest activities they believe residents may enjoy, and the residents will let them know which they would like to be part of. Residents also suggest any further opportunities they would like to have access to or activities they would like to take part in. As a result of this valued input, a plethora of activities have been organised this year, including formation of a citizens panel, a Christmas fair for the whole community, poetry corner and a trip to the Llangollen Eisteddfod. Residents feel that they are listened to in these meetings</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The service have adopted an individualised care approach and continually strive to empower their residents. Access and opportunity for meaningful activities within the home and the local community or recreational establishments is an important part of life for those who wish or are able to participate.</p> <p>People living in the service, or their family, will have a full understanding and have agreed to their care, treatment and support following the individual assessment of need. Staff ensure that the individual health, personal, social care needs and outcomes have been identified and that they are set out in an appropriate plan of care which is person centred to the resident. These plans will ensure that the resident is safe, and their welfare protected at all times. Relatives or advocates are involved in the planning and delivery of the care and treatment and support.</p> <p>Help and assistance is offered to enable the resident to exercise choice and control with day to day living activity and everyone is encouraged to be as independent as possible. Staff treat all residents as individuals with dignity and respect and at all times their right to privacy and choice is paramount. Dolywern aims to ensure that the resident's lifestyle experience matches their expectations and preferences, and that they are always satisfied with their social, cultural, religious and recreational interests. This year Dolywern won the god award for use of RITA (Reminiscence Interactive Therapy Activities) as an aid to meaningful activities for people living with disabilities.</p> <p>Should the resident choose to be responsible for their own medication, we will ensure that they are provided with suitable facilities, and we have appropriate policies and procedures in place to facilitate this. One resident has started being responsible for her own medication this year and is doing well and enjoying the independence.</p> <p>There are established links with outside agencies, GPs and the Local Hospitals, which provide a full range of expertise. The GP visits the home weekly and as needed, and able residents are encouraged and supported to make their own appointments at the surgery Transport is provided for these visits and other hospital appointments</p>

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

Over the past year the service manager has had a need to complete 6 safeguarding referrals which are all now closed. There were also 2 safeguarding's put in by a deceased service user's family member against Dolywern.

There have also been 3 complaints raised during this period, 1 by a resident and 1 by a family member, both have been dealt with and closed.

A few concerns have been raised informally by staff to management and these have been dealt with internally through team meetings and supervisions.

Staff and residents all said they felt happy raising concerns with the manager or with the operations manager.

Care and treatment is provided in a safe way for residents. This includes

assessing the risks to the health and safety of the resident while receiving the care.

- Doing all that is reasonably practicable to mitigate any such risks.

- Ensuring that persons providing care or treatment have the qualifications, competence, skills and experience to do so safely.

- Ensuring that the premises are safe to use for their intended purpose and are used in a safe way.

- Ensuring that the equipment used is safe for such use and is used in a safe way.

- Where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of residents and to meet their needs.

- The proper and safe management of medicines.

- Assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.

- Where responsibility for the care and treatment of residents is shared with, or transferred to, other persons, working with such other persons, residents and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the resident.

- The daily staffing arrangements for the service will be 9 staff per morning, and 8 staff during the afternoons including the team leaders but excluding any additional 1:1 being provided.

The call bell system operates in all resident accessible areas. A monthly call bell audit ensures all bells are answered timely and alongside the dependency tool is a good way of checking that the staffing levels on shift are appropriate for the needs of the residents.

Special diets are catered for, and nutritional needs are assessed by staff in liaison with the dietician and all kitchen staff and care staff are trained to ensure that the diet is at the right level,

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

Dolywern has thirty-one bedrooms, five of which have en-suites. Bedrooms are personalised according to residents wishes and there is a re-decoration programme in place to ensure all rooms are kept fresh.

Specialist equipment includes an overhead hoist in every bedroom, bathroom and toilet. Mobile hoists are also available for other areas where necessary. Tilt-in space commodes are used to access toilet areas for those with balance and sitting difficulties. Profiling beds and alternating pressure mattresses are available as required.

Dolywern has a spacious, light and airy environments with wide corridors that facilitate ease of movement in wheelchairs and all doors have automatic openers that mean all residents who are physically able can move around the home and come and go independently. All rooms also have patio doors that enable easy access to the gardens.

There is a kitchen / dining areas in Dolywern that has a accessible kitchen where residents that want to prepare their own drinks or meals independently or with assistance of staff are able to, this area is also used for cooking activities.

There is a well equipped physiotherapy department and there is a physiotherapist and a physio assistant who provide individual treatment plans for the residents. They liaise with other external health professionals are available to support and encourage residents to work towards bit-size goals for their physical and mental well-being. The department also provides follow up treatment as prescribed by outside professionals and manages mobility related equipment.

There is a small activity room and a large sun room where activities take place on a daily basis. There is also a computer room that has a number of computers specially adapted for residents needs with large keyboards, voice activated software etc.

The extensive grounds are easily accessible for wheelchairs although it is recognised that work needs to be carried out to level the paths due to age and general wear and tear. There are raised flowerbeds and a disabled / wheelchair accessible garden where vegetables are grown that are harvested and used by the kitchen to prepare meals.

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)	64
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Other supervisory staff

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

#### Filled and vacant posts

No. of staff in post	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	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Nursing care staff

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

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

#### Filled and vacant posts

No. of staff in post	9
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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	9
Equality, Diversity & Human Rights	3
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	condition specific training to meet residents needs
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	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.	07:45 - 14:30 14:15 - 20:00 07:45 - 20:00 19:45 - 08:00 there are 2 nurses on in the day and one nurse at night
<p>Senior 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	2
No. of posts vacant	0

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

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

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

#### 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.	07:45 - 20:00 one team leader per shift
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#### Staff Qualifications

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

Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	31
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	8
Health & Safety	26
Equality, Diversity & Human Rights	8
Infection, prevention & control	25
Manual Handling	26
Safeguarding	26
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	social care wales
<p>Contractual Arrangements</p>	
No. of permanent staff	29
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	8
<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.	7.45-14.30 eight staff 14.30 -20.00 seven staff 20:00 - 08:00 three staff
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	12
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
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.	training in new equipment and chemicals
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1

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

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

Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	5
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety level 2 and 3 as required

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	maintenance drivers activities physio assistant

#### Filled and vacant posts

No. of staff in post	8
No. of posts vacant	1

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

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

Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	1
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	role specific training ie MIDAS for driver
<b>Contractual Arrangements</b>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Eithinog
Telephone Number	01492532404
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	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51
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Fees Charged

The minimum weekly fee payable during the last financial year?	1437.81
The maximum weekly fee payable during the last financial year?	2542.86

Complaints

What was the total number of formal complaints made during the last financial year?	11
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	6
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	42
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Eithnog is surrounded by wheelchair accessible patio areas and gardens. There is a fish pond and a sensory area around it that residents can easily access and sit and from there enjoy views over the Conwy valley. The service is opposite the Welsh Mountain Zoo and has easy access to the town of Colwyn Bay.
Provide details of any other facilities to which the residents have access	Eithnog has a fully equipped physio room / gym and a hydro pool and sensory room. There is a qualified physio or physio assistant on site every day and all residents have a therapy plan in place. There is an activity room and the activities team have a busy schedule of activities which includes entertainers visiting the service and regular trips out using the two minibuses that the service has. A hairdresser visits the service every couple of weeks.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	individual uses own version of PECS

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.

Residents have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the operation and development of the service and are encouraged to become involved in the running of the home. They are consulted about staff appointments, actively involved in interviews, staff training needs and any proposed changes to the care home. To enable maximum involvement, we ensure they have tailored communication support and give them balanced, objective information to help them in understanding alternatives, choices and solutions.

Residents have a voice and are encouraged to speak up in various ways, including on a one-to-one basis with carers, heads of department and the Service Manager. They have regular quarterly multi-disciplinary reviews which involve all appropriate individuals, from within and outside the home, as agreed with the resident. Residents' opinions are sought and changes to their care and support needs are agreed, and goals/outcomes are set and monitored. All residents who completed the survey said they had been fully involved in creating and reviewing their support plan and that they have the choice and control over their life that they want.

We also have an independent customer survey that identifies any areas of best practice or concern. Accessible versions are available, and residents are supported to complete them. Unfortunately, only 7 residents completed the last customer survey. This year the Service Manager has moved her office downstairs to make her more accessible and encourage more of an "Open Door" policy and actively encourage suggestions and recommendations from residents and this has been well received by everyone.

Residents have basic routines that they like to follow but they also meet regularly with the activities team to discuss meals, trips out, gardens and any Covid guidance that is still in place. The activities staff inform residents what events are going on in the local area and suggest activities they believe residents may enjoy, and the residents will let them know which they would like to be part of. Residents also suggest any further opportunities they would like to have access to or activities they would like to take part in. As a result of this valued input, a plethora of activities have been organised this year, including sailing, music making, exercise classed, afternoon tea for the jubilee, escape room activity and bird watching week.



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.

Eithinog have adopted an individualised care approach and continually strive to empower their residents. Access and opportunity for meaningful activities within the home and the local community or recreational establishments is an important part of life for those who wish or are able to participate.

The service uses the "outcome circle" to evaluate how a resident is progressing while receiving support. It is an opportunity for the resident and/or representative to talk about things in their lives: what is happening now, what they want to happen in the future, anything they would like to do or change. The circle provides a framework for conversation and encourages everyone to reflect on the strengths and challenges that exist. The Outcome Circle is an evidence-based tool and is underpinned by three values: empowerment, collaboration and integration.

People living at Eithinog, or their family, will have a full understanding and have agreed to their care, treatment and support following the individual assessment of need. Staff ensure that the individual health, personal, social care needs and outcomes have been identified and that they are set out in an appropriate plan of care which is person centred to the resident. These plans will ensure that the resident is safe, and their welfare protected at all times. Relatives or advocates are involved in the planning and delivery of the care and treatment and support. The service has weekly Holistic and Goal Setting Review meetings to ensure that every residents needs are fully reviewed and that they are being supported holistically and not just in some areas of their lives.

Help and assistance is offered to enable the resident to exercise choice and control with day to day living activity and everyone is encouraged to be as independent as possible. Staff treat all residents as individuals with dignity and respect and at all times their right to privacy and choice is paramount. Eithinog aims to ensure that the resident's lifestyle experience matches their expectations and preferences, and that they are always satisfied with their social, cultural, religious and recreational interests.

There are established links with outside agencies, GPs and the Local Hospitals, which provide a full range of expertise. The GP visits the home weekly and as needed, and able residents are encouraged and supported to make their own appointments at the surgery Transport is provided for these visits and other hospital appointments

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

Over the past year the service manager has had a need to complete twenty-seven safeguarding referrals the majority of which were closed straight away and all are now closed.

There have also been complaints / concerns which have been raised during this period:

2 Staff grievances against each other, 3 staff investigations, 2 staff complaints, 2 agency concerns, 2 Social workers concerns, 1 family complaint, 1 Resident complaint.

Staff and residents all said they felt happy raising concerns with the manager as everything raised was always fully investigated. Care and treatment is provided in a safe way for residents. This includes

assessing the risks to the health and safety of the resident while receiving the care.

- Doing all that is reasonably practicable to mitigate any such risks.

- Ensuring that persons providing care or treatment have the qualifications, competence, skills and experience to do so safely.

- Ensuring that the premises are safe to use for their intended purpose and are used in a safe way.

- Ensuring that the equipment used is safe for such use and is used in a safe way.

- Where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of residents and to meet their needs.

- The proper and safe management of medicines.

- Assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.

- Where responsibility for the care and treatment of residents is shared with, or transferred to, other persons, working with such other persons, residents and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the resident.

- The daily staffing arrangements for the service will be eleven staff per morning, and nine staff during the afternoons and five staff at night. This is excluding any additional 1:1 being provided.

The call bell system operates in all resident accessible areas. A monthly call bell audit ensures all bells are answered timely and alongside the dependency tool is a good way of checking that the staffing levels on shift are appropriate for the needs of the residents.

Special diets are catered for, and nutritional needs are assessed by care staff in liaison with the dietician and all kitchen staff and care staff are trained to ensure that the diet is at the right level for the individual.

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

Eithinog has thirty-four bedrooms, two of which have en-suites and Arfon has eight ensuite rooms. Bedrooms are personalised according to residents wishes and there is a re-decoration programme in place to ensure all rooms are kept fresh. Specialist equipment includes an overhead hoist in every bedroom, bathroom and toilet. Mobile hoists are also available for other areas where necessary. Tilt-in space commodes are used to access toilet areas for those with balance and sitting difficulties. Profiling beds and alternating pressure mattresses are available as required.

Eithinog and Arfon are spacious, light and airy environments with wide corridors that facilitate ease of movement in wheelchairs and all doors in Arfon have automatic openers that mean all residents who are physically able can move around the home and come and go independently.

There is a kitchen / dining areas in Eithinog and a newly refurbished accessible kitchen in the activities room where residents that want to prepare their own drinks or meals independently or with assistance of staff are able to. The kitchen / dining area in Arfon is fully accessible and the residents living here do their own shopping and prepare their own meals with assistance of the staff, they also have a laundry area where residents who want to do their own laundry.

There is a large, well equipped physiotherapy department / gym linking Eithinog and Arfon and there is a physiotherapist and a team of physio assistants who provide individual treatment plans for the residents. They liaise with other external health professionals are available to support and encourage residents to work towards bit-size goals for their physical and mental wellbeing. The department also provides follow up treatment as prescribed by outside professionals and manages mobility related equipment. There is also a hydrotherapy pool that residents have access to with the support of the physio team and a sensory room for residents who are unable to fully participate in physio routines.

There is a large activity room and the centre of the home and residents come and go throughout the day to take part and observe the programme of activities that is on-going.

The extensive grounds are easily accessible for wheelchairs. There are raised flowerbeds and a disabled / wheelchair accessible garden. There is a pond area and sensory garden which is also very attractive for wildlife.

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)	26
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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	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.	GDPR
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Nursing care staff

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

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

#### Filled and vacant posts

No. of staff in post	7
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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	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CONDITION SPECIFIC
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	nurses work 08:00 – 20:15 and 20:00 – 08:15 there are two nurses in shift in the day and one at night in the day the service manager and / or deputy are also on shift and both are nurses
<p>Senior 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	6
No. of posts vacant	0

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

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

Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Wales Safeguarding and Social Care Wales registration process

#### Contractual Arrangements

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

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

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

#### 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.	Team Leaders work a 8:00 - 20:00 shift pattern and there is at least one team leader on every day shift
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#### Staff Qualifications

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

Other social care workers providing direct care

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

#### Filled and vacant posts



No. of staff in post	49
No. of posts vacant	8
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	19
Health & Safety	35
Equality, Diversity & Human Rights	18
Infection, prevention & control	37
Manual Handling	34
Safeguarding	35
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	49
No. of Fixed 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)	16
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	9
<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.	support workers work 08: 20:00 and night support workers work 20:00 - 08:00
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	27
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	9
Safeguarding	8
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<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	1

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>maintenance staff who ensure the building is kept in good condition</p> <p>gardener who maintains the grounds</p> <p>administrators</p> <p>activities team</p> <p>drivers</p>

#### Filled and vacant posts

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

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

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

Induction	4
Health & Safety	9
Equality, Diversity & Human Rights	4
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	4
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	5
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

### Service Profile

#### Service Details

Name of Service	LLanhennock Lodge
Telephone Number	01633420045
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	a small amount of welsh is spoken in service with one resident

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum weekly fee payable during the last financial year?	1620.28
The maximum weekly fee payable during the last financial year?	4217.63

Complaints

What was the total number of formal complaints made during the last financial year?	20
Number of active complaints outstanding	2
Number of complaints upheld	17
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	34
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?	5
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Llanhennock is surrounded by wheelchair accessible gardens that have a path all the way around. They have disabled / wheelchair friendly raised planters in which residents, supported by volunteers grow a selection of fruit and vegetables. They also have a sensory garden with a variety of different smells and textures. There is a large patio area at the front of the activities room where they host BBQ's and outdoor events like spring and summer fairs but also on nice days bring the activities outside.</p>

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

Llanhennock has a fully equipped physio room and a qualified physio on site. The service also has a hydro pool that is currently closed for maintenance work but when open is accessible to all the residents as part of their therapy plan. There is a sensory room that can be accessed by residents with staff or families. There is an activity room and the activities team have a busy schedule of activities which includes entertainers visiting the service and regular trips out using the two minibuses that the service has. They also use the large dining room at the hub of the home for large group activities and a smaller room at the front of the home for wellbeing and relaxation with some reiki and other therapies delivered remotely. A hairdresser visits the service every couple of weeks.

#### 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>Residents have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the operation and development of the service and are encouraged to become involved in the running of the home. They are consulted about staff appointments, actively involved in interviews, staff training needs and any proposed changes to the care home. To enable maximum involvement we ensure they have tailored communication support and give them balanced, objective information to help them in understanding alternatives, choices and solutions.</p> <p>Residents have a voice and are encouraged to speak up in various ways, including on a one-to-one basis with carers, heads of department and the Service Manager. Resident's opinions are sought and changes to their care and support needs are agreed. Most residents state they have been involved in writing and reviewing care plans.</p> <p>We also have an independent customer survey that identifies any areas of best practice or concern. Accessible versions are available and residents are supported to complete them. Unfortunately, only 6 residents completed the last customer survey however they all rated the care and support and the level of choice and control over day to day life that they received as good and most rated the support they receive to access the community as very good. The Service Manager was appointed in December and has an "Open Door" policy and actively encourage suggestions and recommendations from residents.</p> <p>Residents have basic routines that they like to follow but they also meet regularly with the service manager and the activities team to discuss menus, staffing, health and safety issues including covid guidance, changes in the service, trips out and the gardens. Families are also encouraged to attend these meetings. The activities staff inform residents what events are going on in the local area and suggest activities they believe residents may enjoy, and the residents will let them know which they would like to be part of. Residents also suggest any further opportunities they would like to have access to or activities they would like to take part in. As a result of this valued input, a plethora of activities have been organised this year, including French day, canal boat trips, art classes and flower arranging. Relocating the activities room to the bigger brighter garden room was also discussed with everyone</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The service have adopted an individualised care approach and continually strive to empower their residents. Access and opportunity for meaningful activities within the home and the local community or recreational establishments is an important part of life for those who wish or are able to participate.</p> <p>People living at the service, or their family, will have a full understanding and have agreed to their care, treatment and support following the individual assessment of need. Staff ensure that the individual health, personal, social care needs and outcomes have been identified and that they are set out in an appropriate plan of care which is person centred to the resident. These plans will ensure that the resident is safe, and their welfare protected at all times. Relatives or advocates are involved in the planning and delivery of the care and treatment and support. In the customer satisfaction survey residents felt that staff understand their needs most of the time, that staff were responsive and the residents were happy with the support they have received over the year. During the year there have been some very positive achievements for the residents living in Llanhennock including holidays and rekindling family contacts</p> <p>Help and assistance is offered to enable the resident to exercise choice and control with day to day living activity and everyone is encouraged to be as independent as possible. Staff treat all residents as individuals with dignity and respect and at all times their right to privacy and choice is paramount. Llanhennock aims to ensure that the resident's lifestyle experience matches their expectations and preferences, and that they are always satisfied with their social, cultural, religious and recreational interests. There are established links with outside agencies, GPs and the Local Hospitals, which provide a full range of expertise. The GP visits the home weekly and as needed, and able residents are encouraged and supported to make their own appointments at the surgery Transport is provided for these visits and other hospital appointments.</p>

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

Over the past year the service has had a need to complete 28 safeguarding referrals, 16 of these were for a medication incident involving 16 residents, these are all now closed.

There has been a complaint from a family member which was dealt with by the manager and a few concerns have been raised informally by staff and dealt with internally.

Everyone said they felt happy raising concerns with the management team as they feel confident that the team now in place would fully investigate anything they raised.

Care and treatment is provided in a safe way for residents. This includes assessing the risks to the health and safety of the resident while receiving the care.

- Doing all that is reasonably practicable to mitigate risks.
- Ensuring that persons providing care or treatment have the qualifications, competence, skills and experience to do so safely.
- Ensuring that the premises are safe to use for their intended purpose.
- Ensuring that the equipment used is safe for such use and is used in a safe way.
- Where equipment or medicines are supplied, ensuring that there are sufficient quantities of these to meet the resident's needs.
- The proper and safe management of medicines.
- Assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.
- Where responsibility for the care and treatment of residents is shared with, or transferred to, other persons, working with such other persons, residents and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the resident.
- The daily staffing arrangements for the service will be in line with the dependency tool. Recruitment has been a challenge but while there have been vacancies the service has ensured that safe staffing levels have been maintained by using regular agency staff. These staff have up to date profiles and are registered with SCW and have access to training and supervisions in the service.

The call bell system operates in all resident accessible areas. A monthly call bell audit ensures bells are answered timely and alongside the dependency tool is a good way of checking that staffing levels are appropriate for the needs of the residents.

Special diets are catered for, and nutritional needs are assessed by care staff in liaison with the dietician and all kitchen staff and care staff are trained to ensure that the diet is at the right level



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

The bedrooms in Llanhennock are personalised according to residents wishes and there is a re-decoration programme in place to ensure all rooms are kept fresh.

Specialist equipment includes an overhead hoist in every bedroom, bathroom and toilet. Mobile hoists are also available for other areas where necessary. Tilt-in space commodes are used to access toilet areas for those with balance and sitting difficulties. Profiling beds and alternating pressure mattresses are available as required.

The communal areas of the home have recently been redecorated and are spacious, light and airy. The corridors are wide and even which facilitates ease of movement in wheelchairs and means all residents who are physically able can move around the home and come and go independently.

There is a large communal dining areas in Llanhennock which has just been redecorated in a colour scheme selected by the residents. There is an accessible kitchen in the quiet room which has been underutilised in the past but the new manager is looking at how it can be used by residents that want to prepare their own drinks or meals independently or with assistance staff are able to.

There is a large, well equipped physiotherapy department that has just been refurbished and there is a physiotherapist and a team of physio assistants who provide individual treatment plans for the residents. They liaise with other external health professionals are available to support and encourage residents to work towards bit-size goals for their physical and mental well-being. The department also provides follow up treatment as prescribed by outside professionals and manages mobility related equipment. There is also a hydrotherapy pool that is currently closed as it needs some work doing to it but when open residents have access to it with the support of the physio team and a sensory room for residents who are unable to fully participate in physio routines.

There is a large activity room and the centre of the home and residents come and go throughout the day to take part and observe the programme of activities that is on-going.

The extensive grounds are easily accessible for wheelchairs. There are raised flowerbeds and a disabled / wheelchair accessible garden where a variety of fruit and vegetables are grown that are used in the kitchen once they have been harvested.

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)	52
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

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

No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Nursing care staff

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

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

#### Filled and vacant posts

No. of staff in post	4
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No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	condition specific 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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>day shift is 07:15 - 19:45 and night shift is 19:30 - 07:30</p> <p>there are 2 nurses on in the day and 1 nurse on at night</p> <p>the service manager and both deputies are also qualified nurses who work full time so there are additional clinical resources in the building in the day as needed</p>
<p>Senior 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	1
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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SCW and all wales safeguarding clinical observations to support the nurses

#### Contractual Arrangements

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

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

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

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	the day shift pattern is 07:15 - 19:45 when fully staffed there is one team leader on every daybut this has varied this year due to recruitment difficulties
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#### Staff Qualifications

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

Other social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	33
No. of posts vacant	15
<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	10
Health & Safety	25
Equality, Diversity & Human Rights	10
Infection, prevention & control	22
Manual Handling	25
Safeguarding	25
Medicine management	8
Dementia	11
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	condition specific training and training in basic principles of care
<p>Contractual Arrangements</p>	
No. of permanent staff	33
No. of Fixed 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)	11
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	10
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>day shift is 07:15 - 19:45, morning is 07:15 - 14:00 and afternoon is 14:00 - 19:45 and there are 11 staff in the morning and 9 staff in the afternoon</p> <p>night shift is 19:30 - 07:30 and there are 5 staff at night</p> <p>additional staff cover 1:1 support</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	21
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Catering staff

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



Filled and vacant posts	
No. of staff in post	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	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	maintenance activities drivers admin physio
Filled and vacant posts	
No. of staff in post	8

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	4
Health & Safety	7
Equality, Diversity & Human Rights	4
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	6
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	North Wales supported Living
Telephone Number	01248723697
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	welsh

## Service Provision

### People Supported

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

The minimum hourly rate payable during the last financial year?	16.24
The maximum hourly rate payable during the last financial year?	19.22

### 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>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

### 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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
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>Customers have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the development of the service. To enable maximum involvement we ensure they have tailored communication support and we give them balanced, objective information to help them understand alternatives, choices and solutions.</p> <p>We have a independent customer survey which asks how to make things better and identifies any areas of best practice or concern. Accessible versions are available, and customers are supported to complete their survey. Most of the customers that North Wales Supported Living provide care and support to do not have capacity to complete the survey or provide feedback about their care and support. Two customers have capacity, but they do not like engaging in any process where care is discussed but when asked informally, they will talk about things they like doing with the staff.</p> <p>All the customers have a basic routine which they like to stick to however staff inform them of events that are happening in the local area. Some customers do not like participating in events but enjoy going along to watch. Customers and families can suggest any further opportunities they would like to have access to and take an active role in their care experience. As a result, the staff have organised new and innovative activities like growing their own fruit and vegetables, building a pond and looking after tadpoles until they grew into frogs. Staff have also joined with other groups in the area to enable customers to go sailing, swimming and cycling and to take part in a community project to weed parks and community gardens.</p> <p>Where customers want them to be involved, or where customer lack capacity, we also work with families through regular contact by telephone, face-to-face meetings, formal reviews and social events. We provide feedback forms, monitor feedback received through our confidential customer helpline (open to service users, families, carers and advocates), have an open-door policy so they can approach the management team, and provide them with the opportunity to give feedback and/or raise concerns during quality monitoring.</p> <p>We work alongside and support customers to participate in reviewing the quality of their care and support provided by the service through care plan reviews, and goals/outcomes setting and monitoring</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The service uses the "outcome circle" to evaluate how a customer is progressing while receiving support off the team. It is an opportunity for the customer or family/representative to talk about things in their lives: what is happening now, what they want to happen in the future, anything they would like to do or change. During the outcome circle meeting several key factors are identified by the customer or their family/representative and their key worker which are essential to physical and mental/wellbeing of the individual.</p> <p>Since restrictions have eased customers are being encouraged to spend time back in the community and group activities have started again such as Mencap, Sailability and customers have attended these and this is clearly having a positive impact on their well-being.</p> <p>During the last year there have been some very positive achievements for customers overall health and well-being. Customers have started accessing Day Services again, this has included successful transition for customers who changed day centres.</p> <p>North Wales Supported Living has expanded its provision this year and there has been successful transitions from other care providers which have enabled care to be provided using a lot less agency and using local staff who speak Welsh and can support customers to travel around the local area.</p> <p>Customers have been encouraged to complete online choking and CPR training, and are supporting staff with weekly health and safety and fire checks</p> <p>4. A customer has started going into shops and choosing what she wants to buy and handing over the money to the cashier and taking the change off them, this used to cause her severe anxiety, and this would show itself through behaviours that challenged the staff who were supporting her and upset her.</p> <p>5. Through Active Support from staff, customers are learning new skills in maintaining their home and are now able to do their own recycling, laundry, cooking etc</p>

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

During this year the service manager made four safeguarding referrals, one for Holywell, two for Gwel Y Mor and one for a new project that North Wales Supported Living took on as a trial, they spent time transitioning the customer and getting to know him whilst he was in hospital awaiting his accommodation to be ready and the safeguarding had to be raised during this transition period. The four safeguarding's were all for very different unrelated issues and they have all been closed.  
Over the year there have been no concerns raised by customers or their families. During Service Quality Audits customers and their families that were spoken to stated they would speak to the manager or certain members of staff if they had any concerns. A few concerns have been raised informally by staff to management and these have been addressed through team meetings and supervisions.

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)	24
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	0
Manual Handling	3

Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	condition specific training to meet customers needs
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	35
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	11
Health & Safety	29
Equality, Diversity & Human Rights	11
Manual Handling	30
Safeguarding	28
Dementia	11
Positive Behaviour Management	11
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication training completed by 10 staff. infection control by 25

Contractual Arrangements	
No. of permanent staff	35
No. of Fixed 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)	17
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	14
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	South Wales supported Living
Telephone Number	01267243460
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	welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	14.18
The maximum hourly rate payable during the last financial year?	15.66



Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

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>Customers have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the development of the service. To enable maximum involvement we ensure they have tailored communication support and we give them balanced, objective information to help them understand alternatives, choices and solutions.</p> <p>We have a independent customer survey which asks how to make things better and identifies any areas of best practice or concern. Accessible versions are available, and customers are supported to complete their survey. Eight customers completed the last survey and the feedback was all very positive with all the customers feeling that they had been well supported to make choices and that they had control over their life. All the customers said they had been involved in creating and reviewing their support plans.</p> <p>All the customers have a basic routine which they like to stick to however staff inform them of events that are happening in the local area. Some customers do not like participating in events but enjoy going along to watch. Customers and families can suggest any further opportunities they would like to have access to and take an active role in their care experience. As a result, the staff have organised new and innovative activities like the cooking club and in addition to the usual trips to garden centres and the cinema, customers have visited new places including Folly Farm and a museum.</p> <p>Where customers want them to be involved, or where customer's lack capacity, we also work with families through regular contact by telephone, face-to-face meetings, formal reviews and social events. We provide feedback forms, monitor feedback received through our confidential customer helpline (open to service users, families, carers and advocates), The service have an open-door policy so customers and their families can approach the management team, and they can speak to senior management and provide them with the feedback and/or raise concerns during quality monitoring visits</p> <p>We work alongside and support customers to participate in reviewing the quality of their care and support provided by the service through care plan reviews, and goals/outcomes setting and monitoring.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The service uses the "outcome circle" to evaluate how a customer is progressing while receiving support off the team. It is an opportunity for the customer or family/representative to talk about things in their lives: what is happening now, what they want to happen in the future, anything they would like to do or change. During the outcome circle meeting several key factors are identified by the customer or their family/representative and their key worker which are essential to physical and mental/wellbeing of the individual.</p> <p>Since restrictions have eased customers are being encouraged to spend time back in the community and group activities and day centres have started again.</p> <p>During the last year there have been some very positive achievements for customers overall health and well-being including the smooth transition for customers to independent living.</p> <p>People living in Lon Ty Cwm have enjoyed spending time together this has ranged from going out for food at a local pub, having takeaways in each other's home, parties for birthdays and Christmas and generally spending time with each other and developing new friendships.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>During this year the service manager has not had to make any safeguarding referrals and has not had any complaints off customers or their families. During Service Quality Audits customers and their families that were spoken to stated they would speak to the manager or certain members of staff if they had any concerns. A few concerns have been raised informally by staff to management and these have been addressed through team meetings and supervisions.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 0

Equality, Diversity & Human Rights 0

Manual Handling 1

Safeguarding 0

Dementia 0

Positive Behaviour Management 0

Food Hygiene 0

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

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

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

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

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

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	infection control training
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	infection control
<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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	13
No. of posts vacant	6

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

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

Induction	1
Health & Safety	10
Equality, Diversity & Human Rights	1
Manual Handling	11
Safeguarding	10
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	infection control

#### Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	3

Other types of staff

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

Name of Service	Ty Cwm
Telephone Number	01267228070
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	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	1932.24
The maximum weekly fee payable during the last financial year?	3983.49

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	0
Number of complaints partially upheld	1
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>In order to promote choice and ensure service users had control over decisions that affected their lives, we ensured they were given every opportunity to be involved in, and influence, the operation and development of the service.</p> <p>We worked alongside and supported service users to participate in reviewing and improving the quality of care and support provided by the service through:</p> <p>Participating in the recruitment, induction, and probation period of staff.</p> <ul style="list-style-type: none"> <li>• Person-centred planning/reviews, and goals/outcomes setting and monitoring.</li> <li>• Support Workers and keyworkers obtaining feedback during their routine work. For example, what is and is not working, levels of choice and control, whether service users have adequate information and advice, and what they want to change.</li> <li>• Service user meetings bi-monthly</li> <li>• Relatives meetings quarterly</li> <li>• Our customer survey which is independently run and gathers feedback off residents, families and visiting professionals</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	20
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	20
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2



Provide details of any outside space to which the residents have access	<p>Outside of Ty Cwm there is a visiting pod which is available for everyone to use. It is accessed via a disabled ramp and has heating inside so can be used in the winter.</p> <p>Ty Cwm has a summer house which is for people who live in Ty Cwm to be able to socialise with family and friends, this has been decorated to enable people to relax and enjoy the environment.</p> <p>The enclosed sensory garden is an area used by anyone in Ty Cwm for parties, visiting and sitting outside. There is sitting areas for everyone to sit outside, along with sensory equipment and plants with a variety of different smells and textures. The area is wheelchair accessible via a path from the home and has some raised planters in which residents grow flowers and herbs</p> <p>Ty Cwm also has a number of decked areas where people can sit outside. In the summer months they have BBQ's and meals out on this decking area</p>
Provide details of any other facilities to which the residents have access	<p>Ty Cwm has a fully equipped physio room which is used every day and a qualified physio on site supported by physio assistants. There is a sensory room that can be accessed by residents with staff or families and has a range of equipment to enhance experiences for the people who live in Ty Cwm. There is an activity room that is in constant use and the activities team have a busy schedule of activities which includes entertainers visiting the service and regular trips out using the two minibuses that the service has. They also use the rehabilitation kitchen which residents can use independently or with support of staff and families</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	Yes
List 'Other' forms of non-verbal communication used	eye gaze, one resident uses a pre-text ipad

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>Residents have control over decisions that affected their lives, they have every opportunity to be involved in, and influence, the operation and development of the service and are encouraged to become involved in the running of the home. They are consulted about staff appointments, actively involved in interviews, staff training needs and any proposed changes to the care home. To enable maximum involvement, we ensure they have tailored communication support and give them balanced, objective information to help them in understanding alternatives, choices and solutions.</p> <p>Residents have a voice and are encouraged to speak up in various ways, including on a one-to-one basis with carers, heads of department and the Service Manager. They have regular quarterly multi-disciplinary reviews which involve all appropriate individuals, from within and outside the home, as agreed with the resident. Residents' opinions are sought and changes to their care and support needs are agreed, and goals/outcomes are set and monitored. Most residents rate their involvement in writing and reviewing care plans as good.</p> <p>We also have an independent customer survey that identifies any areas of best practice or concern. Accessible versions are available, and residents are supported to complete them. Carers rated the care and support and the level of choice and control over day-to-day life that they received as good or excellent and most rated the support they receive to access the community as good. The Service Managers office in the middle of the home and she has an "Open Door" policy and actively encourage suggestions and recommendations from residents.</p> <p>Residents have basic routines that they like to follow but they also meet regularly with the activities team to discuss meals, trips out, gardens and any Covid guidance that is still in place. The activities staff inform residents what events are going on in the local area and suggest activities they believe residents may enjoy, and the residents will let them know which they would like to be part of. Residents also suggest any further opportunities they would like to have access to or activities they would like to take part in. As a result of this valued input, a plethora of activities have been organised this year.</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>Ty Cwm have adopted an individualised care approach and continually strive to empower their residents. Ty Cwm Hywel Dda have quarterly meetings which review the residents' clinical needs. This is attended by SALT, Dietician, Physiotherapy, Occupational therapist, Nurse assessor, alternative therapist, and Neuro nurse then families, social work teams, advocates and any significant others such as Solicitors for Power of attorney are asked to join. These meetings allow a 360 review of the person to be completed and actions arising are incorporated into the individual's PCP.</p> <p>The service uses the "outcome circle" to evaluate how a resident is progressing while receiving support. It is an opportunity for the resident and/or representative to talk about things in their lives: what is happening now, what they want to happen in the future, anything they would like to do or change. The circle provides a framework for conversation and encourages everyone to reflect on the strengths and challenges that exist. The Outcome Circle is an evidence-based tool and is underpinned by three values; empowerment, collaboration and integration.</p> <p>Residents, or their family, will have agreed to their care, treatment and support following the individual assessment of need. Staff ensure that the individual health, personal, social care needs and outcomes have been identified and that they are set out in a person-centred plan of care. These plans will ensure that the resident is safe, and their welfare always protected. Relatives or advocates are involved in the planning and delivery of the care and treatment and support.</p> <p>Help and assistance is offered to enable the resident to exercise choice and control with day to day living activity and everyone is encouraged to be as independent as possible. Staff treat all residents as individuals with dignity and respect and at all times their right to privacy and choice is paramount. Ty Cwm aims to ensure that the resident's lifestyle experience matches their expectations and preferences, and that they are always satisfied with their social, cultural, religious and recreational interests.</p> <p>There are established links with outside agencies, GPs and the Local Hospitals, which provide a full range of expertise. The GP visits the home weekly and as needed, and able residents are encouraged and supported to make their own appointments at the surgery. Transport is provided for these visits and other hospital appointments.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Over the past year and families few concerns have been raised informally by staff to management and these have been dealt with internally.</p> <p>Staff and residents all said they felt happy raising concerns with the manager as she is always accessible and everything raised was always fully investigated</p> <p>Care and treatment is provided in a safe way for residents. This includes</p> <p>assessing the risks to the health and safety of the resident while receiving the care.</p> <ul style="list-style-type: none"> <li>• Doing all that is reasonably practicable to mitigate any such risks.</li> <li>• Ensuring that persons providing care or treatment have the qualifications, competence, skills and experience to do so safely.</li> <li>• Ensuring that the premises are safe to use for their intended purpose and are used in a safe way.</li> <li>• Ensuring that the equipment used is safe for such use and is used in a safe way.</li> <li>• Where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of residents and to meet their needs.</li> <li>• The proper and safe management of medicines.</li> <li>• Assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.</li> <li>• Where responsibility for the care and treatment of residents is shared with, or transferred to, other persons, working with such other persons, residents and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the resident.</li> </ul> <p>The call bell system operates in all resident accessible areas. A monthly call bell audit ensures all bells are answered timely and alongside the dependency tool is a good way of checking that the staffing levels on shift are appropriate for the needs of the residents.</p> <p>Special diets are catered for, and nutritional needs are assessed by care staff in liaison with the dietician and all kitchen staff and care staff are trained to ensure that the diet is at the right level for the individual.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Ty Cwm has twenty en-suite bedrooms which are all personalised according to residents wishes and there is a re-decoration programme in place to ensure all rooms are kept fresh.</p> <p>Specialist equipment includes an overhead hoist in every bedroom, bathroom and toilet. Mobile hoists are also available for other areas where necessary. Tilt-in space commodes are used to access toilet areas for those with balance and sitting difficulties. Profiling beds and alternating pressure mattresses are available as required.</p> <p>Ty Cwm is a purpose built care home meaning it is a spacious, light and airy environments with wide corridors that facilitate ease of movement in wheelchairs and all doors have automatic openers that mean all residents who are physically able can move around the home and come and go independently.</p> <p>There is a lounge / dining areas on each floor and a newly refurbished accessible kitchen where residents that want to prepare their own drinks or meals independently or with assistance of staff are able to.</p> <p>There is a large, well equipped physiotherapy department and there is a physiotherapist and a team of physio assistants who provide individual treatment plans for the residents. They liaise with other external health professionals are available to support and encourage residents to work towards bit-size goals for their physical and mental well-being. The department also provides follow up treatment as prescribed by outside professionals and manages mobility related equipment. There is also a sensory room for residents who are unable to fully participate in physio routines.</p> <p>There is a large activity room and residents come and go throughout the day to take part and observe the programme of activities that is on-going.</p> <p>The grounds are easily accessible for wheelchairs. There are raised flowerbeds and a disabled / wheelchair accessible sensory garden. There is a summer house which is for people who live in Ty Cwm to be able to socialise with family and friends, this has been decorated to enable people to relax and enjoy the environment.</p> <p>Outside of Ty Cwm there is a visiting pod which is available for everyone to use. It is accessed via a disabled ramp and has heating inside so can be used in the winter.</p>

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

### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 47

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	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.	SCE endorsement
<p>Contractual Arrangements</p>		
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0

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

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

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

**Staff Qualifications**

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

**Other supervisory staff**

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

**Filled and vacant posts**

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

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

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

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

**Contractual Arrangements**

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

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

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
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.	nurses work 07:00 - 21:15 or 21:00 - 07:15 and there is one nurse on each shift in addition the two deputy managers are also nurses
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	team leader training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0



No. of part-time staff (16 hours or under per week)	0
<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.	team leaders work 07:00 - 21:30 and there is one on each shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
<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	39
No. of posts vacant	9
<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	10
Health & Safety	19
Equality, Diversity & Human Rights	7
Infection, prevention & control	16
Manual Handling	19
Safeguarding	18
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	condition specific to enable them to support a couple of complex residents - especially with epilepsy
<p>Contractual Arrangements</p>	
No. of permanent staff	39
No. of Fixed 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)	18
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	4
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>day shift patterns are 07:00 - 14:00, 14:00 -21:00 and 07:00 - 21:00  night shift patterns are 21:00 - 07:00  there are 8 staff in the morning, 7 staff in the afternoon and 3 staff at night. in addition there are 2 staff providing 1:1 care on every shift</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	19
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	level 3 food hygiene
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	drivers maintenance activities physio team
<b>Filled and vacant posts</b>	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	1
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	role specific training and CPD for physio team
<b>Contractual Arrangements</b>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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