Annual Return 2022/2023

2023. This section has been	completed for you. There are no act	oout this provider and its associated services on the 31st March ons to complete. This information displayed will be included in the	
published Annual Return.			
Provider name: Options Autism (4) Ltd The provider was registered on: 28/08/2018			
The provider was registere The following lists the provider conditions:	d on: There are no imposed conditions as		
The regulated services delivered by this provider	Options Pen-Y-Bryn		
were:	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	15/03/2019	
	Responsible Individual(s)	Helen Cook	
	Manager(s)	Elly MacKay	
	Maximum number of places	4	
	Service Conditions	There are no conditions associated to this service	
	Options Kinsale		
	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	28/08/2018	
	Responsible Individual(s)	Christopher Groom	
	Manager(s)	Natalie Grant, Leanne Molyneux	
	Maximum number of places	19	
	Service Conditions	There are no conditions associated to this service	
	Options Llys-y-Delyn		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/08/2018	
	Responsible Individual(s)	Helen Cook	
	Manager(s)	Tom Garner	
	Maximum number of places	4	
	Service Conditions	There are no conditions associated to this service	
	Options Rose Cottage		
	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	28/08/2018	
	Responsible Individual(s)	Christopher Groom	
	Manager(s)	Bethan Farmer	
	Maximum number of places	4	
	Service Conditions	There are no conditions associated to this service	

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/08/2018
Responsible Individual(s)	Helen Cook
Manager(s)	Tom Garner
Maximum number of places	5
Service Conditions	There are no conditions associated to t
Options Phoenix House	
	Care Home Service
Options Phoenix House	Care Home Service Adults Without Nursing
Options Phoenix House Service Type	
Options Phoenix House Service Type Type of Care	Adults Without Nursing
Options Phoenix House Service Type Type of Care Approval Date	Adults Without Nursing 31/08/2018
Options Proenix House Service Type Type of Care Approval Date Responsible Individual(s)	Adults Without Nursing 31/08/2018 Helen Cook

Training and Workforce Ranning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The majority mandatory training is added to an online training plat form "Shine". Training is differentiated based upon an employees role within the organisation and employees and managers are se nt reminders and the system tracks completion. Training needs w ere also identified in team meetings, supervision, probation review s and where needs of the residents have changed (Epilepsy, Tra uma informed practice), Some specific training is utilised through external providers i.e NSPCC for DSL training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We work closely with our specialist team who oversee the advertis ement of job roles to ensure we reach the widest possible audient e. To improve and retention we have done the following: Real living wage 2x Staff bonuses Refer a friend bonus Buddy scheme Regular Recruitment meetings Responsive managers providing regular supervision, regular staff engagement and development plans. Team meetings – Breakfast included. Mandatory and non mandatory qualifications (Free in Wales)

Service Profile

Name of Service	Options Kinsale
Telephone Number	01745562500
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

People Supported	
How many people in total did the service provide care and support to during the last financial year?	21

Fees Charged

ĺ	The minimum weekly fee payable during the last financial year?	3178.79	
	The maximum weekly fee payable during the last financial year?	5352.04	

Complaints

What was the total number of formal complaints made during the last financial year?	18
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	7
Number of complaints not upheld	10
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Stakeholder feedback is obtained within the QOC (Reg 80 Reporti ng process), Feedback is requested from stakeholders when visiti ng the service. Debriefs are used with children, non verbal childre n are are also observed and monitored following incidents. Staff c omplete the great place to work survey annually.

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	10
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	The service has 6 patio areas, 2 parks, local walks available, we a lso have garden areas to the front of the property.
Provide details of any other facilities to which the residents have access	The service has 6 patio areas, 2 parks, local walks available, we a lso have garden areas to the front of the property.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The service uses "I like books" to identify likes/dislikes, foods/st aff/activities information, communication boards are located on the landing which highlights who they can speak to if they have any complaints, they identify the IV, Managers and key workers. Shares information of the advocate and safeguarding procedur es. All children have key workers allocated. Activity planners ar e used weekly. Celebration of events are regularly planned.
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.	All children are supported in attending all medical appointments , all are registered with Doctors/Dentist and Opticians. Medicati on reviews are held routinely for all children. We have an intern al clinical team supporting the children, Regular MDT meetings are held to review overall wellbeing. All children have activity pl anners and engage with activities they enjoy. Incidents are mon itored by care managers and reflecting learning is promoted fro m experiences with the children in regard to what has worked a nd what needs changing
The extent to which people feel safe and protected from abuse and neglect.	Training is provided to all staff in relation to safeguarding all sta ff are trained to a basic level, we have DSL in the service leadin g on all safeguarding. All children are staffed according to their presenting needs either 1:1 or 2:1 staffed, waking nights cover the evening hours. Bullying is not tolerated within the service, k ey working sessions are completed to promote feeling safe. Cle ar routines and boundaries are in place for all children. Weekly menus are in place for all children, the environment is set up to meet individual needs
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Personal Outcomes are set for all children within personal plan s and reviewed within MDT process routinely. Achievements ar e celebrated, enjoyable experiences are promoted, Family time is supported and encouraged where appropriate. Choices are offered to children. Children have access to an independent ad vocate that visits monthly.

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	86
31 March)	

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

not outlined above.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent x1, Privacy and Dignity x1, Fire Training x , H&S x1, Manual Handling x1, Record Keeping x1, Risk Assessments/PBSP/incidents x1, PICA x1, Ask Accept Develop (Autism) x1,
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
	0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	
staff	
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 1 0 0 0
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Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	1
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent x1, Privacy and Dignity x3, Online Safety x 2, H&S x2, Manual Handling x3, Record Keeping x Risk Assessment/PBSP/Incidents x1, Supervision x 1, Safeguarding in house x1, PICA X1, Ask Accept Develop x2, GDPR x3
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 Outline below the number of permanent and fixe	0 ed term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	
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Does your service structure include roles of this	Yes	
type?		
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	16	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	14	
Equality, Diversity & Human Rights	12	
Infection, prevention & control	14	
Manual Handling	8	
Safeguarding	15	
Medicine management	12	
Dementia	0	
Positive Behaviour Management	14	
Food Hygiene	10	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HSB x3, CSE x5, County Lines x2, FGM x3, Preve x11, Privacy and Dignity x13, Online Safety x15, F e Training x5, Epilepsy x7, Record Keeping x14, F sk Assessments/PBSP/Incidents x13, PICA x12,As Accept Develop x7, Self Harming Behaviour x2, A ne Working x7, Therapeutic Parenting x1, GDPR 0, COSHH X4, RIDDOR x2, Risk Assessments x1, ransgender x1, Ligature x1, Dysphagia x3, KCSIE 022 x10, Supervision x11	
Contractual Arrangements		
	40	
No. of permanent staff	16	
No. of Fixed term contracted staff 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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	16	
No. of part-time staff (17-34 hours per week)	0	
,		
No. of part-time staff (16 hours or under per week)	0	

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.	Senior Team Leaders complete shift one in two off pattern x3 in role Team Leaders complete shift - one in two off patter n x x12 in role Night team leaders - 4 in 4 offx1 in role & one vaca ncy Shifts for Kinsale and Ty Alaw till 31st March = x2 s hifts days 27 staff on each shift, nights x2 shifts 6 o n each shift.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13	
No. of staff working towards the required/recommended qualification	3	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	66	
No. of posts vacant	6	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been 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	19	
Health & Safety	44	
Equality, Diversity & Human Rights	27	
Infection, prevention & control	51	
Manual Handling	26	
Safeguarding	50	
Medicine management	34	
Dementia	0	
Positive Behaviour Management	43	
Food Hygiene	31	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acce pt and Develop (Autism), PICA, County Lines, Epile psy, Transgender, Risk Assessment PBSP/Incident, Record Keeping, Working Alone, COSHH, RIDDOR, Ligature, First Aid,	
Contractual Arrangements		
No. of permanent staff	48	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	29	
No. of Non-guaranteed hours contract (zero hours) staff	18	

No. of full-time staff (35 hours or more per week)	47
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Two care teams Gwenu & Enfys alternate weeks Mornings 7am - 10am - Afternoons 2pm - 10pm we ek days Weekends - 10am - 10pm Sleep in duties Week 1 - Monday, Tuesday, Sat, Sun Week 2 - Wednesday, Thursday, Friday School Holidays = 10am - 10pm same shift pattern Shifts for Kinsale and Ty Alaw till 31st March = x2 shifts days 21 care staff on each shift, nights x2 shift s 6 on each shift. 8 team leaders in addition Nights are 10pm - 8am 4 on 4 off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	7
type?	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type?	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
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Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 3 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 3
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Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relex provided is only a sample of the training that m can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH x3, Safeguarding in house x3, Fire Safety 3, Food Hygiene Level 2 x2, Prevent x3, Privacy a d Dignity x3, Keeping children safe in education in Wales x3, Online safety and Cyber Bullying x3	
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 fixe	d 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 gualification	0	
	Yes	
Does your service structure include roles of this type?		
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that material set of the training the training that material set of the training that the training training the training the training the training tr	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	Image: cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 Image: cifically to this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 0 and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 0 and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional to the provide of the training that marcan be added to 'Please outline any additional to the training the term of the training that marcan be added to 'Please outline any additional to the term of term of term of the term of term o	1 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 0 and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1 0 and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 <td< td=""></td<>	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0	

Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	1	
No. of staff working toward required/recommended qualification	0	
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.	Admin Manager - x1 Receptionist - x1 Maintenance Technician - x2 Maintenance Co Ordinator x1 Painter and Decorator x1	
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	0	
Health & Safety	4	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	4	
Manual Handling	1	
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.	Fire Safety x1,	
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 fixe	ed term contact staff by hours worked per wee
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)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended gualification	0

Service Profile

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Service Details

Name	of Service
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Options Llys-y-Delyn

Telephone Number	03309980438
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

Number of complaints not upheld

How many people in total did the service provide care and	4
support to during the last financial year?	
ees Charged	
The minimum weekly fee payable during the last financial year?	3500
The maximum weekly fee payable during the last financial year?	4200
omplaints What was the total number of formal complaints made during the last financial year?	0
	0
What was the total number of formal complaints made during the last financial year?	

What arrangements were made for consulting people who use the service about the operation of the service during the last financial	
s .	goals for people using the service. Completed using visual talking
	mat's, social stories, written schedules and PECs.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large grassed garden to rear of the home. This is secure and gat ed to ensure safety of residents and minimise unauthorised visitor s accessing the home.
Provide details of any other facilities to which the residents have access	Large grassed garden to rear of the home. This is secure and gat ed to ensure safety of residents and minimise unauthorised visitor s accessing the home.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton Yes	
British Sign Language (BSL) No	
Other	Yes
List 'Other' forms of non-verbal communication used	None

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.	Yes - statement of compliance ensures people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.
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.	Yes - people are happy and supported to maintain their ongoin g health, development and overall wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	Yes - eople feel safe and protected from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Yes - accommodation that best supports peoples wellbeing and achievement of their personal outcomes.

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	14
31 March)	

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.

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week	-
· · · · · · · · · · · · · · · · · · ·	·/ ·
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d 0
Deputy service manager	
Does your service structure include roles of this type?	Yes
	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year.
No. of staff in post	1
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that r	evant training. The list of training categories may have been undertaken. Any training not listed
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that r	year for this role type.
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that n can be added to 'Please outline any additiona not outlined above'.	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'. Induction Health & Safety	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that is can be added to 'Please outline any additionan not outlined above'.	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that is can be added to 'Please outline any additionan not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that is can be added to 'Please outline any additionant of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reliprovided is only a sample of the training that is can be added to 'Please outline any additionant of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 0 1 1 1 1 1 1 0 0
Set out the number of staff who undertook rel provided is only a sample of the training that r can be added to 'Please outline any additiona	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 0 1 1 1 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial y Set out the number of staff who undertook reli- provided is only a sample of the training that is can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	year for this role type. evant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 0 0 1 1 1 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
not outlined above'.	training undertaken pertinent for this role which is
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3 3
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	3
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	•

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support Worker - Supports vulnerable people to m anage their daily activities and to achieve positive o utcomes.
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	4
Induction Health & Safety	4 10
Health & Safety	10
Health & Safety Equality, Diversity & Human Rights	10 10

Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours staff) 1
Outline below the number of permanent and fin	ked term contact staff by hours worked per wee
Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week)	ked term contact staff by hours worked per wee
	<pre>ked term contact staff by hours worked per wee 10 0</pre>
No. of full-time staff (35 hours or more per week)	10 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	10 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	10 0

Service Profile

Service Details

Name of Service	
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Options Pen-Y-Bryn

Telephone Number	03309980432
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3550	
The maximum weekly fee payable during the last financial year?	4060	

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?	Consultations have taken place via various forms which have bee n individualised to each service user. A survey was completed by one resident and consultations via talking mat and video form hav e taken place with others. Consultations also took place with all se rvice users around their rights and how to make complaints etc.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	All residents have access to a small communal garden at the rear of the property.
Provide details of any other facilities to which the residents have access	All residents have access to a small communal garden at the rear of the property.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Yes - people feel their voices are heard, they have choice abou t their care and support, and opportunities are made available t o them.
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.	Yes - people are happy and supported to maintain their ongoin g health, development and overall wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	Yes - people feel safe and protected from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Yes -people live in accommodation that best supports their well being and achievement of their personal outcomes.

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 17 31 March)

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				
	Set out the number of staff who undertook releve provided is only a sample of the training that ma	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				
	Induction	0				
	Health & Safety	1				
	Equality, Diversity & Human Rights	1				
	Infection, prevention & control	1				
	Manual Handling	1				
	Safeguarding	1				
	Medicine management	1				
	Dementia	0				
	Positive Behaviour Management	1				
	Food Hygiene	1				
	Please outline any additional training undertaken pertinent to this role which is not outlined above.					
	Contractual Arrangements	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 fixe	d 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 spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva	ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 Ir for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional th	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 Ir for this role type. Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevan provided is only a sample of the training that man can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 If or this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0

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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)	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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
	2
No. of staff in post	3
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	vant training. The list of training categories ay have been undertaken. Any training not listed
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Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
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Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Par for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 3 3 3 3 3
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Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	aar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 3 3 4 3
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	aar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 3 0
Set out the number of staff who undertook relev provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	Par for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 3 0 3 3 0 3
Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that mi- can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	Par for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 3 0 3 3 0 3
Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	Par for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 3 0 3 3 0 3
Training undertaken during the last financial yes Set out the number of staff who undertook release provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	Par for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 1 3 3 3 3 3 3 0 3 3 4 5 6 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9
Training undertaken during the last financial yes Set out the number of staff who undertook release provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Training undertaken during the last financial yes Set out the number of staff who undertook releve provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 1 3 3 3 4 4 5 5 6 5

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support workers - providing direct care and suppor t needs - 13 staff members full time
	Bank staff - As above - zero hour contract - 3 staff members
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	3
Training undertaken during the last financial year	
Set out the number of staff who undertook relevent provided is only a sample of the training that matching can be added to 'Please outline any additional to not outlined above'.	
Induction	2
Health & Safety	13

ľ

Equality, Diversity & Human Rights	13
nfection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	3
Outline below the number of permanent and fixe	ed term contact staff by hours
No. of full-time staff (35 hours or more per week)	13
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	7
No. of staff working toward required/recommended gualification	8

Service Profile

Name of Service	Options Phoenix House
Telephone Number	01352716082
What is/are the main language(s) through which your service is provided?	English Medium
	English Medium

Service Provision

People Supported

	y people in total did the service provide care and to during the last financial year?	4	
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I	Fees Charged	
	The minimum weekly fee payable during the last financial year?	3232.40
	The maximum weekly fee payable during the last financial year?	4331.22

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?	Consultations have taken place via various forms which have bee n individualised to each service user. Consultations via talking ma t and video form have taken place and regularly reviewed. Consul tations also took place with all service users around their rights an d how to make complaints etc.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	1
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	All service users have access to a large garden featuring playgro und equipment, sensory garden and conservatory at the rear of t he property.
Provide details of any other facilities to which the residents have access	All service users have access to a large garden featuring playgro und equipment, sensory garden and conservatory at the rear of t he property.

Communicating with people who use the service

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

Statement of Compliance

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	All service users are encouraged to participate and make decisi ons around the care and support provided to them as well as th eir home environment. This is done through various consultatio n processes and tracked via MDT and clinical governance whic h also informs their quality of life goals.
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.	Service users are supported with their emotional and physical h ealth and well-being. Staff ensure all health needs are attended to and regular reviews are taking place. Staff also encourage s ervice users to make healthy choices including regular exercise and balanced diets. Food taster sessions and world food days t ake place for service users with restricted diets for further enco uragement. Phoenix House has it's own clinical team which inclu des an assistant psychologist, forensic psychologist, speech an d language therapy, occupational therapy and psychiatry who a II contribute to the ongoing development and wellbeing of servic e users.
The extent to which people feel safe and protected from abuse and neglect.	The service protects all those within it's care from neglect and a buse. Training and systems are in place to ensure staff awaren ess as well as regular reminders via supervision and team meet ings. Appropriate checks also take place before staff begin thei r work. Service users have been consulted on and have access to a complaints procedure. Management complete advanced sa feguarding and the home has a designated safeguarding lead on site. All significant events are shared via an online system w here the appropriate people are notified within the company inc luding the internal safeguarding team if required.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All individuals have been assessed to be living in a home that b est supports their needs and overall wellbeing. This is initially c ompleted via admission assessment and regularly reviewed thr ough person centred meetings, MDT and clinical governance.

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	17
31 March)	

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

Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts	
Filled and vacant posts No. of staff in post	1

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

Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant	0	
P		

Induction	0	
Health & Safety	3	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	3	
Manual Handling	3	
Safeguarding	3	
Medicine management	2	
Dementia	0	
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	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) 0 staff 0		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		

No		
Domestic staff		
No		
Catering staff		
No		
Other types of staff		
Yes		
Support worker - Providing direct care and support - 15 full time staff Bank staff - zero hour contract - 2 staff members		
15		
2		
۲ <u>ــــــــــــــــــــــــــــــــــــ</u>		
provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
15		
15		
15		
15		
15		
14		
0		
15		
15		
Contractual Arrangements		
15		
0		
0		
0		
2		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
13		
13 2		

No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

		Name of Service	Options Rose Cottage
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Telephone Number	03309980437
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3938.84
The maximum weekly fee payable during the last financial year?	4928.50

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?	

Service Environment

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

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rose Cottage has substantial gardens to the rear and side of the property it has two well maintained patio area and panoramic view s over the River Dee. The home has a car park situated in front of the cottage which up to six vehicles can park on it.
Provide details of any other facilities to which the residents have access	Bistro in main Kinsale Hall

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The service uses "I like books" to identify likes/dislikes, foods/st aff/activities information, communication boards are located on the landing which highlights who they can speak to if they have any complaints, they identify the IV, Managers and key workers. Shares information of the advocate and safeguarding procedur es. All children have key workers allocated. Activity planners ar e used weekly. Celebration of events are regularly planned.
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.	All children are supported in attending all medical appointments , all are registered with Doctors/Dentist and Opticians. Medicati on reviews are held routinely for all children. We have an intern al clinical team supporting the children, Regular MDT meetings are held to review overall wellbeing. All children have activity pl anners and engage with activities they enjoy. Incidents are mon itored by care managers and reflecting learning is promoted fro m experiences with the children in regard to what has worked a nd what needs changing
The extent to which people feel safe and protected from abuse and neglect.	Training is provided to all staff in relation to safeguarding all sta ff are trained to a basic level, we have DSL in the service leadin g on all safeguarding. All children are staffed according to their presenting needs either 1:1 or 2:1 staffed, waking nights cover the evening hours. Bullying is not tolerated within the service, k ey working sessions are completed to promote feeling safe. Cle ar routines and boundaries are in place for all children. Weekly menus are in place for all children, the environment is set up to meet individual needs
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Personal Outcomes are set for all children within personal plan s and reviewed within MDT process routinely. Achievements ar e celebrated, enjoyable experiences are promoted, Family time is supported and encouraged where appropriate. Choices are offered to children. Children have access to an independent ad vocate that visits monthly.

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 8 31 March)

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.

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent, Privacy and Dignity, Ask Accept and Deve op, KCSIE 2022
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding Medicine management	0
Medicine management	
Dementia	
Dementia Positive Behaviour Management	0
Dementia Positive Behaviour Management Food Hygiene	
Positive Behaviour Management	0 0 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism)
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism) 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism) 0 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism) 0 0 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism) 0 0 0 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 HSB, COSHH, RIDDOR, Risk Assessments, Ask A cept Develop (Autism) 0 0 0 0

	No
Does your service structure include roles of this type?	
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
Set out the number of staff who undertook relev	
provided is only a sample of the training that ma	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ay have been undertaken. Any training not listed
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 5
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epili- psy, Transgender, Risk Assessment PBSP/Inciden
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epil psy, Transgender, Risk Assessment PBSP/Incider Record Keeping, Working Alone, COSHH, RIDDOF
provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epili psy, Transgender, Risk Assessment PBSP/Incidem Record Keeping, Working Alone, COSHH, RIDDOF
provided is only a sample of the training that macan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epil psy, Transgender, Risk Assessment PBSP/Inciden Record Keeping, Working Alone, COSHH, RIDDOF Ligature, First Aid,
provided is only a sample of the training that macan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epili psy, Transgender, Risk Assessment PBSP/Inciden Record Keeping, Working Alone, COSHH, RIDDOF Ligature, First Aid,
provided is only a sample of the training that macan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 4 3 5 2 4 6 0 0 5 2 Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acc pt and Develop (Autism), PICA, County Lines, Epili psy, Transgender, Risk Assessment PBSP/Inciden Record Keeping, Working Alone, COSHH, RIDDOF Ligature, First Aid, 3 0

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	-
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	x3 Team Leaders working 1 in 2 off shift 7am - 11 m
include the average number of staff working in each shift.	Two care teams Gwenu & Enfys alternate weeks Mornings 7am - 10am - Afternoons 2pm - 10pm w ek days Weekends - 10am - 10pm Sleep in duties x2 per night for the service
	Week 1 - Monday, Tuesday, Sat, Sun Week 2 - Wednesday, Thursday, Friday School Holidays = 10am - 10pm same shift pattern
	Shifts for Rose Cottage till 31st March = x2 shifts of ays 1 care staff on each shift,
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
	•
Other social care workers providing direct care	Vec
Other social care workers providing direct care Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional to 'Please outline any additional to the provided is only a sample of the training that marcan be added to 'Please outline any additional to the provided is only a sample of the training that marcan be added to 'Please outline any additional to the provided is only a sample of the training that marcan be added to 'Please outline any additional to the provided is only a sample of the training that marcan be added to 'Please outline any additional to the provided is only a sample of the training that marcan be added to 'Please outline any additional to the provided is only a sample of the training that the provided is only a sample of the training the task of the provided is only a sample of the training that the provided is only a sample of the training that the provided is only a sample of the training that the provided is only a sample of the training that the provided is only a sample of the training the task of the provided is only a sample of the training the task of the training the task of the provided to 'Please outline any additional to the provided to	 cifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	 becifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	cifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. 3 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	 cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 5 0 ar for this role type. 3 ant training. The list of training categories ly have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5 5 5
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5 5 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	actifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5 5 4 3
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	actifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5 5 6
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	actifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 5 0 ar for this role type. ant training. The list of training categories in an undertaken. Any training not listed raining undertaken pertinent for this role which is 4 4 5 5 6 0

	Please outline any additional training und pertinent to this role which is not outlined		Prevent, Privacy ad Dignity, FGM, Online Safety, S elf Harm, HSB, GDPR, KCSIE, Dysphagia, Ask Acce pt and Develop (Autism), PICA, County Lines, Epile psy, Transgender, Risk Assessment PBSP/Incident, Record Keeping, Working Alone, COSHH, RIDDOR, Ligature, First Aid,
	Contractual Arrangements		
	No. of permanent staff		5
	No. of Fixed term contracted staff		0
	No. of volunteers		0
	No. of Agency/Bank staff		0
	No. of Non-guaranteed hours contract (ze staff	ero hours)	1
	Outline below the number of permane	ent and fixed	d term contact staff by hours worked per week.
	No. of full-time staff (35 hours or more per	r week)	5
	No. of part-time staff (17-34 hours per we	ek)	0
	No. of part-time staff (16 hours or under p	per week)	0
	Typical shift patterns in operation for	employed s	taff
	Set out the typical shift patterns of staff er at the service in this role type. You should include the average number of staff worki each shift.	d also	Two care teams Gwenu & Enfys alternate weeks Mornings 7am - 10am - Afternoons 2pm - 10pm we ek days Weekends - 10am - 10pm Sleep in duties Week 1 - Monday, Tuesday, Sat, Sun Week 2 - Wednesday, Thursday, Friday School Holidays = 10am - 10pm same shift pattern.
			Shifts for Rose Cottage till 31st March = x2 shifts d ays 1 care staff on each shift, x1 Team Leaders in addition working 1 in 2 off shift 7am - 11pm
	Staff Qualifications		
	No. of staff who have the required qualific be registered with Social Care Wales as a care worker		0
	No. of staff working towards the required/recommended qualification		3
	Domestic staff		
	Does your service structure include roles type?	of this	No
	Catering staff		
	Does your service structure include roles type?	of this	No
e Profile	Other types of staff Does your service structure include any a		No
vice Details	' role types other than those already listed'	:	
Name of Service	0	ptions Ty N	li Cymru
Telephone Number	0.	174556257	0

What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Some staff and service users speak in Welsh and English

Service Provision

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2990	
The maximum weekly fee payable during the last financial year?	3920	

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Clinical team working with people who use the service to complete consultations. These were completed using visual talking mats an d social stories. Residents were able to choose furnishings, colou rs of bedrooms and communal area's etc.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large garden area in front and back of home. The back garden is secure to keep residents safe from harm.
Provide details of any other facilities to which the residents have access	Large garden area in front and back of home. The back garden is secure to keep residents safe from harm.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service		
Picture Exchange Communication System (PECS)	Yes	
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No	
Makaton	Yes	
British Sign Language (BSL)	No	
Other	Yes	
List 'Other' forms of non-verbal communication used	Social stories, schedules, visual timers, letter boards, iPad's	

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Yes - people feel their voices are heard, they have choice about their care and support, and opportunities are made available t o them.
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.	Yes - people are happy and supported to maintain their ongoin g health, development and overall wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	Yes - people feel safe and protected from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Yes - people live in accommodation that best supports their well being and achievement of their personal outcomes.

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	22
31 March)	

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	0
staff	•
Outline below the 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 spec stated, the information added should be the posit	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
·	1
No. of staff in post	1
No. of staff in post No. of posts vacant Training undertaken during the last financial year	0 r for this role type.
No. of staff in post No. of posts vacant	0 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra	0 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'.	0 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is

Infaction provention & control	1
Infection, prevention & control Manual Handling	1
Safeguarding	1
	1
Medicine management Dementia	0
	1
Positive Behaviour Management	1
Food Hygiene 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
The of part-line star (10 hours of under per week)	
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	
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 3
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 3 3 3

Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	I term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Dece your convice atructure include relea of this	No
Does your service structure include roles of this type?	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support Worker - supports vulnerable people to n nage their daily activities and to achieve positive of tcomes
	Maintenance Technician - To co-ordinate/ carry o repairs, maintenance, improvement works and hea th and safety inspections in keeping people safe i a well maintained environment.
Filled and vacant posts	
No. of staff in post	20
No. of posts vacant	4
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	20
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	
Staff Qualifications No. of staff who have the required qualification	11