

# Annual Return 2022/2023

## Provider Information to be published

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

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

Provider name: Priority Childcare Limited

The provider was registered on: 31/05/2018

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

The regulated services delivered by this provider were:

Ty Barwen	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	03/03/2023
Responsible Individual(s)	Hayley Phillips
Manager(s)	Matthew Greening
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Tegfan House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/11/2020
Responsible Individual(s)	Hayley Phillips
Manager(s)	Daniel Williams
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Rhos Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Matthew Rees
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Graig Y Bedw	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/05/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Rachel Pridmore
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Beech Tree Farm	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/05/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Rachel Pridmore
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Ty George	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	06/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Gemma Thomas
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Forestry Hbuse	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Simon Parr, Simon Parr
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Blaen y Waun	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/06/2018
Responsible Individual(s)	Hayley Phillips
Manager(s)	Helen Kermode
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Ty Aelwyd	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/02/2019
Responsible Individual(s)	Hayley Phillips
Manager(s)	Matthew Greening
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Cydwr Hbuse	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/11/2018

Responsible Individual(s)	Hayley Phillips
Manager(s)	Daniel Williams
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Ty Canol	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/04/2019
Responsible Individual(s)	Hayley Phillips
Manager(s)	Helen Kermode
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Meeting and monitoring Legislative/policy requirements/changes and constant review of internal policy and procedural changes. Responding to training deficits/concerns raised in Quality Review meetings, discussions with Service Managers, employees Using the existing repertoire of e-learning modules on LMS Using the existing repertoire of face-to-face delivery sessions Use of external providers, design and development of new courses /training materials. Training evaluation colated and reviewed
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Increased pay rates, Enhanced DBS paid, Engaged with local stakeholders to improve attraction, via job centres and job fairs, Revised the screening and interview questions to consider cultural fit, Developed a recruitment video showcasing the business and opportunities to grow and develop, while gaining professional qualifications. We are sharing more positive feedback and being more open and transparent about change initiatives. Introduced secondments , Introduced health plan benefit

#### Service Profile

##### Service Details

Name of Service	Beech Tree Farm
Telephone Number	01792790894
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	3523
The maximum weekly fee payable during the last financial year?	5984

#### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	4
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	<p>Children have access to all areas other than the office, which is locked if not in use, this is due to confidential information which is stored within the office. There is a utility room available for young children to complete their laundry.</p> <p>2 placements within the service are self contained flats.</p>

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Each individual and their stakeholders being involved in developing their outcome plans

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.

Supporting individual's attendance at regular health and dental appointments

Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  
Liaising and working with various health practitioners as required.

Ensuring that all medicines brought into the home are managed according to the company policy.

Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.

Discussing of health concerns and appointments with appropriate representatives.

Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration

Be involved in activities, hobbies or individual interests

We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes

All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

All children will have an education outcomes plan, this will support children to attend education daily where possible.

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

We have robust safeguarding, whistleblowing and complaints procedures

Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

Duty of candour training and safeguarding are mandatory for all staff

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0



No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week 1 x senior available Mon - Sun 7.30 am - 7.30pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	8
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	39 hrs per week 8am - 10.30pm plus sleep night Day shift 7.30am - 8.30 pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Blaen y Waun
Telephone Number	01269871777
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	5750
The maximum weekly fee payable during the last financial year?	5750

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	There is a laundry room where children can complete their laundry if appropriate

### Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	



No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift Mon - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift M on - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Clydwr House
Telephone Number	01792589554
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	5686
The maximum weekly fee payable during the last financial year?	5686

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, decor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each area, for staff to help them achieve their individual outcomes</p>

#### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an outdoor area outside with a patio and grass area children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	No other facilities available other than listed above

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior support worker sun - sat 7.30am - 7.30 pm 45.5 contracted hours per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection



Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	7
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	9.30am - 9.30pm plus sleep in shift 2pm - 11pm plus sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Forestry House
Telephone Number	01639720009
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	3524
The maximum weekly fee payable during the last financial year?	4753

### Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	11
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	<p>Independant utility room for children to complete laundry if appropriate</p> <p>There is a school room which children can utilise</p>

### Communicating with people who use the service

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

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.

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.
- Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

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.

Supporting individual's attendance at regular health checks and health screening  
Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.  
Liaising and working with various health practitioners as required.  
Ensuring that all medicines brought into the home are managed according to the company policy.  
Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  
Discussing of health concerns and appointments with appropriate representatives.  
Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  
Be involved in activities, hobbies or individual interests

We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.

All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

Access education, learning and development opportunities  
Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including

- Personal care
- Meal preparation
- Medication administration
- Domestic skills
- Gardening

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

**Be Safe**

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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

### Number of posts and staff turnover

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

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

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

Important: All questions in this section relate specifically to 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.	uty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0



No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior available on every shift Mon - Sun 1 x per day 7.30 am - 8.30 pm Contracted hours 45.5 hrs per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior available on every shift Mon - Sun 1 x per day 7.30 am - 8.30 pm Contracted hours 45.5 hrs per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Graig Y Bedw
Telephone Number	01792886947
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	4754
The maximum weekly fee payable during the last financial year?	7471

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	Games room also available, this can be utilised for activities and relaxation periods

### Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

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

8

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0



Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week 7.30am - 8.30pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
Contractual Arrangements	
No. of permanent staff	4

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	39hrs per week 8am- 10.30 pm and sleep night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Rhos Cottage
Telephone Number	01792580211
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

#### Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	2975
The maximum weekly fee payable during the last financial year?	5444

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, decor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc in the garage
Provide details of any other facilities to which the residents have access	There is a spacious games room which children can enjoy Utility room where laundry can be completed independently if appropriate There is an office, however this will be locked when not in use by staff due to confidential information stored within this area

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.
- Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

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.

Supporting individual's attendance at regular health checks and health screening

Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.

Liaising and working with various health practitioners as required.

Ensuring that all medicines brought into the home are managed according to the company policy.

Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.

Discussing of health concerns and appointments with appropriate representatives.

Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration

Be involved in activities, hobbies or individual interests

We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.

All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

Access education, learning and development opportunities  
Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including

- Personal care
- Meal preparation
- Medication administration
- Domestic skills
- Gardening

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0



No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior support worker available Mon - Sun 8.30 - 8.30PM Contracted hours 45.5 hrs per week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	3
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
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.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 x LD sleep 8am - 12pm plus sleep in shift Support workers are contacted 39 hrs per week 1 X LD 8.30am- 8.30 pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Tegfan House
Telephone Number	01792872288
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3826
The maximum weekly fee payable during the last financial year?	4546

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?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	There is a games room for the children to enjoy activities

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments                  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required                  Liaising and working with various health practitioners as required.                  Ensuring that all medicines brought into the home are managed according to the company policy.                  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.                  Discussing of health concerns and appointments with appropriate representatives.                  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration                  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes                  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.                  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures                  Ensuring the homes comply with health and safety regulations and best practices                  Have control over everyday life and where relevant participation in work                  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Yes

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	45.5 hrs per week Sun- Sat 1 X senior support worker will be available on each shift 7.30am - 7.30pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection



Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	9.30am - 9.30pm plus sleep in shift 2pm - 11pm plus sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Ty Aelwyd
Telephone Number	01443414826
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	7678
The maximum weekly fee payable during the last financial year?	7678

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a rear garden and a small patio area at the front of the h ome for children to access/enjoy outdoor games and relax in, ther e is an outdoor dining area with table and chairs, which can be en joyed in warmer months.
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked when not in use, due to storage of confidential area. Commu nal bathroom is available

### Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A senior support worker will work a day shift 7.30p m - 8.30pm Monday - Sunday Week 1 Mon, Friday, Sat and sun Week 2 Tues, Wed, Thurs
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 X Long day sleep 7.30 - 11pm plus sleep 1 x shared wake night with sister service 13 hrs 7.30pm - 8.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Ty Banwen
Telephone Number	01443 414826
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA



## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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### Fees Charged

The minimum weekly fee payable during the last financial year?	84609.09
The maximum weekly fee payable during the last financial year?	84609.09

### 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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The garden has pathed area which leads to a rear exit. Grass are a available for young children to enjoy garden games. There is al so a small concrete area at the front of the house, to enjoy gard ening if this is desired.
Provide details of any other facilities to which the residents have access	The service has a fully functional kitchen with all the required appl iances. There is a laundry room, with sufficient washing and dryer facilities. The young people have access to all rooms apart from t he offie area, unless a staff member is present, when the office is not in use the office is locked, to ensure all young people's inform ation is kept safe and secure.

### Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

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

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Each individual and their stakeholders being involved in developing their outcome plans

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.

Supporting individual's attendance at regular health and dental appointments

Supporting individuals to register with local medical, dental and opticians' practice, and other services where required

Liaising and working with various health practitioners as required.

Ensuring that all medicines brought into the home are managed according to the company policy.

Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.

Discussing of health concerns and appointments with appropriate representatives.

Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration

Be involved in activities, hobbies or individual interests

We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes

All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

All children will have an education outcomes plan, this will support children to attend education daily where possible.

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

We have robust safeguarding, whistleblowing and complaints procedures

Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.

Participating in reviews and meetings about their progress, where possible.

Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.

Being provided opportunity to be involved in aspects of their support and healthcare

Duty of candour training and safeguarding are mandatory for all staff

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

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

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

#### Filled and vacant posts

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

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

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

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

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

Duty of candour  
Trauma practitioner  
Excel  
First Aid  
Self harm and ligature  
ADHD  
Data Protection  
MCA and Dols  
Fire safety  
IOSH

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	A senior support worker will work a day shift 7.30p m - 8.30pm Monday - Sunday Week 1 Mon, Friday, Sat and sun Week 2 Tues, Wed, Thurs
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 X Long day sleep 7.30 - 11pm plus sleep 1 x shared wake night with sister service 13 hrs 7.30pm - 8.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Ty Canol
Telephone Number	01792321154
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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### Fees Charged

The minimum weekly fee payable during the last financial year?	6609
The maximum weekly fee payable during the last financial year?	6609

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, de cor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each a rea, for staff to help them achieve their individual outcomes</p>

### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ty Canol is situated in a rural area with access to large grounds, t here is a secure garden area, where children have rabbits as pet s, there is room for garden games, activities, and children.
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is lo cked if not in use, this is due to confidential information which is st ored within the office. There is a utility room available for young c hildren to complete their laundry.

### Communicating with people who use the service

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



The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x Senior support worker available on each shift M on - Sun 45.5 contracted hours per week Hours of work 7.30 am - 10pm plus Sleep night
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Ratio per 2 long day sleeps Each shift will have 1 x support worker 7.30 am - 10 .30 pm plus sleep night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Ty George
Telephone Number	01792321154
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	3006
The maximum weekly fee payable during the last financial year?	4753

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monthly surveys, which cover various topics so young children voices are evidenced and heard</p> <p>House meetings, which involves the young people to contribute to wards menu ideas, gardening, activities, visitor the the service, decor</p> <p>Care plan evaluations include childrens thoughts and reflection of what they have achieved over the last month</p> <p>3 monthly star readings encourages children's feedback in each area, for staff to help them achieve their individual outcomes</p>

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large outdoor and spacious area outside for all children to access/enjoy outdoor games and relax in, there is an outdoor dining area with table and chairs, which can be enjoyed in warmer months. There is outdoor storage for children to store bikes/scooters etc
Provide details of any other facilities to which the residents have access	Children have access to all areas other than the office, which is locked if not in use, this is due to confidential information which is stored within the office. There is a utility room available for young children to complete their laundry.

#### Communicating with people who use the service

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

#### Statement of Compliance



The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.</li> <li><input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.</li> <li><input type="checkbox"/> Each individual and their stakeholders being involved in developing their outcome plans</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health and dental appointments  Supporting individuals to register with local medical, dental and opticians' practice, and other services where required  Liaising and working with various health practitioners as required.  Ensuring that all medicines brought into the home are managed according to the company policy.  Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.  Discussing of health concerns and appointments with appropriate representatives.  Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration  Be involved in activities, hobbies or individual interests</p> <p>We will support young people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence where appropriate and to achieve their individual outcomes  All young people will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.  All children will have an education outcomes plan, this will support children to attend education daily where possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding, whistleblowing and complaints procedures  Ensuring the homes comply with health and safety regulations and best practices  Have control over everyday life and where relevant participation in work  We are committed to ensuring that all young people are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.</li> <li><input type="checkbox"/> Participating in reviews and meetings about their progress, where possible.</li> <li><input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</li> <li><input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare</li> </ul> <p>Duty of candour training and safeguarding are mandatory for all staff</p>

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed monthly in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored.

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

Number of posts and staff turnover

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

8

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Duty of candour Trauma practitioner Excel First Aid Self harm and ligature ADHD Data Protection MCA and Dols Fire safety

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 x senior per shift Mon - Fri shifts allocation times 7.30am - 8.30pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA and Dols Trauma recovery model ADHD First Aid Self harm and suicide Fire safety Data Protection

### Contractual Arrangements

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

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

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

### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Support worker shifts = Long day sleeps 7.30 - 12p m sleep night 39 hrs per week
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### Staff Qualifications

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

#### Domestic staff

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

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

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