

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:	Seren Support Services Ltd	
The provider was registered on:	26/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Seren Support Services Ltd (Cardiff and Vale)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/12/2020
	Responsible Individual(s)	Nicholas Pambianchi
	Manager(s)	Michelle Combstock, Tracey Williams
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Seren Support Services Ltd (CwmTaf)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/07/2019
	Responsible Individual(s)	Nicholas Pambianchi
	Manager(s)	Donna Chiffi
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Seren Support Services Ltd (Western Bay)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/04/2019
	Responsible Individual(s)	Nicholas Pambianchi
	Manager(s)	Donna Chiffi
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Seren Support Services Ltd (Powys)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/04/2019
	Responsible Individual(s)	Nicholas Pambianchi
	Manager(s)	Nicholas Pambianchi
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service

Seren Support Services Ltd (Gwent)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	26/04/2019
Responsible Individual(s)	Nicholas Pambianchi
Manager(s)	Tracey Williams
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Seren Support Services Ltd (West Wales)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/07/2019
Responsible Individual(s)	Nicholas Pambianchi
Manager(s)	Nicholas Pambianchi
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Seren continued its commitment to training and development with arrangements in place to identify, plan and meet the training needs of staff. These arrangements included regular assessments of staff competencies and skills gaps, as well as consultations with managers and employees to determine training priorities. Training plans were then developed to address these needs, and a variety of training methods were used, such as coaching, classroom sessions, e-learning, and external training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year, Seren has implemented a comprehensive recruitment and retention strategy to attract and retain talented employees. Our recruitment efforts included job postings on various online platforms, referrals from current employees, and social media campaigns. We also conducted rigorous interviews and assessments to ensure that we hired the best candidates. To retain our employees, we offered competitive salaries and benefits, opportunities for professional development.

Service Profile

Service Details

Name of Service	Seren Support Services Ltd (Cardiff and Vale)
Telephone Number	03003035345
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We actively promote the Welsh active offer and are currently exploring initiatives around this.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	55
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.00
The maximum hourly rate payable during the last financial year?	27.00

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>All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents.</p> <p>People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback.</p> <p>In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.</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.

<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>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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centered care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.</p> <p>When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.</p> <p>Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.</p> <p>In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centered care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The happiness and ongoing wellbeing of individuals receiving adult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioral development, in addition to ensuring their overall wellbeing. By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.</p> <p>In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.</p> <p>For children in social care, it is important to prioritize their intellectual, social and behavioral development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.</p> <p>Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.</p>

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

The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality adult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.

The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.

The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.

All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.

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)	18
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication in care Complaint handling level 2 Level 5 in Health and Social Care Bullying and Harassment in the Workplace Effective supervision and one to one
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

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

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication in care Team leader workshop (in house training) Bullying and Harassment in the Workplace Effective supervision and one to one

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	2

Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	24
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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication in care Seren induction to care catheter and continence care

Contractual Arrangements

No. of permanent staff	24
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	7

Other types of staff

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

Service Details

Name of Service	Seren Support Services Ltd (Cwm Taf)
Telephone Number	03003035345
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

We actively promote the welsh active offer and are currently exploring initiatives around this.

Service Provision

People Supported

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

68

Fees Charged

The minimum hourly rate payable during the last financial year?

25

The maximum hourly rate payable during the last financial year?

27

Complaints

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

3

Number of active complaints outstanding

0

Number of complaints upheld

1

Number of complaints partially upheld

1

Number of complaints not upheld

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents. People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback. In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)

Yes

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)

No

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centred care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.

When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.

Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.

In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centred care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.

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.

The happiness and ongoing wellbeing of individuals receiving adult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioural development, in addition to ensuring their overall wellbeing. By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.

In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.

For children in social care, it is important to prioritize their intellectual, social and behavioral development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.

Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.

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

The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality adult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.

The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.

The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.

All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.

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)	32
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	32
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)	23
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	9
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	26
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	team leader workshop / care coach responsibilities supervision and appraisal diversity and inclusion bullying in the workplace
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<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	32

No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	seren passport to care induction training / welcome to seren medication awareness training
<p>Contractual Arrangements</p>	
No. of permanent staff	32
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	4
<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)	26
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	7
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Seren Support Services Ltd (Gwent)
Telephone Number	03003035345

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We actively promote the welsh active offer and are currently exploring initiatives around this.

Service Provision

People Supported

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

The minimum hourly rate payable during the last financial year?	25
The maximum hourly rate payable during the last financial year?	27

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	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>All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents.</p> <p>People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback.</p> <p>In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.</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.

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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centred care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.

When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.

Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.

In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centred care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.

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.

The happiness and ongoing wellbeing of individuals receiving a adult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioural development, in addition to ensuring their overall wellbeing. By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.

In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.

For children in social care, it is important to prioritize their intellectual, social and behavioural development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.

Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.

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

The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality in adult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.

The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.

The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.

All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.

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)	25
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	seren passport to care induction training / welcome to seren medication awareness training team leader workshop / care coach responsibilities
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	

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

Service Details

Name of Service	Seren Support Services Ltd (Powys)
Telephone Number	03003035345
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We actively promote the welsh active offer and are currently exploring initiatives around this.

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 hourly rate payable during the last financial year?	25
The maximum hourly rate payable during the last financial year?	27

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>All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents. People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback. In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.</p>

Communicating with people who use the service

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

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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centred care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.

When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.

Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.

In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centred care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The happiness and ongoing wellbeing of individuals receiving a dult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioral development, in addition to ensuring their overall wellbeing . By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.</p> <p>In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.</p> <p>For children in social care, it is important to prioritize their intellectual, social and behavioral development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.</p> <p>Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality a dult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.</p> <p>The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.</p> <p>The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.</p> <p>All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 0

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

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

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

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
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	Seren Support Services Ltd (West Wales)
Telephone Number	03003034345
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We actively promote the welsh active offer and are currently exploring initiatives around this.

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 hourly rate payable during the last financial year?	25
The maximum hourly rate payable during the last financial year?	27

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>All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents. People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback. In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.</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.

<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>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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centred care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.</p> <p>When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.</p> <p>Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.</p> <p>In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centred care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The happiness and ongoing wellbeing of individuals receiving adult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioural development, in addition to ensuring their overall wellbeing. By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.</p> <p>In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.</p> <p>For children in social care, it is important to prioritize their intellectual, social and behavioral development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.</p> <p>Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.</p>

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

The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality adult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.

The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.

The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.

All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.

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)	0
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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?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	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	Seren Support Services Ltd (Western Bay)
Telephone Number	01792952640
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We actively promote the welsh active offer and are currently exploring initiatives around this.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	78
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Fees Charged

The minimum hourly rate payable during the last financial year?	25
The maximum hourly rate payable during the last financial year?	27

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	3
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>All clients receive regular review of their care and support plan to ensure the care and support meets their needs. Statement of Purpose and Service User Guides are available at all clients properties. Seren also provide a fully digital service where people using the service and their relative / advocates have access to care notes and care and support plan documents. People using the service are encouraged to communicate with the service on how the provision of care is meeting their needs and our care management team actively and routinely visit or call people using our service to gather feedback. In addition to RI visits, Seren also have a robust quality of care review process which is carried out annually by our responsible individual. We ask people using the service for feedback on a range of qualifying questions for us to gain an understanding on how our service impacts the lives of people using our service.</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.

<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>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 is crucial to their well-being, empowerment, and sense of dignity. Ensuring that individuals have meaningful input into decisions that affect their lives, including their health and social care, is essential to promoting person-centred care and achieving positive outcomes. Providing opportunities for choice and autonomy, along with the necessary resources and support, can enable people to live their lives to the fullest. Therefore, it is imperative that our service and management prioritise the promotion of voice, choice, and opportunity in all aspects of the care and support provision.</p> <p>When individuals feel that they have a say in their care and support, they are more likely to feel valued, respected, and heard. This can lead to greater satisfaction with the care and support they receive and improve their overall quality of life. Furthermore, providing opportunities for people to make choices about their care can increase their engagement and motivation to participate in their own care, leading to better health outcomes.</p> <p>Moreover, ensuring that opportunities are made available to individuals is important for promoting equity and inclusion. This includes providing access to education, training, employment, and community resources that can help people to achieve their goals and reach their full potential. By offering a range of options and supports, people can tailor their care and support to their unique needs and preferences, which can lead to improved outcomes and greater overall satisfaction.</p> <p>In summary, prioritizing voice, choice, and opportunity in care and support provision is essential for promoting person-centred care, improving outcomes, and enhancing individual well-being and empowerment. By working together to ensure that individuals have meaningful input into decisions that affect their lives, along with the necessary resources and support, we can create a more equitable, inclusive, and empowering society for all.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The happiness and ongoing wellbeing of individuals receiving adult social care is of paramount importance, and it is crucial that they are supported to maintain their physical, mental and emotional health. This includes access to appropriate healthcare services, opportunities for personal growth and development, and social and emotional support. Similarly, for children in social care, it is important to prioritize their intellectual, social and behavioural development, in addition to ensuring their overall wellbeing. By placing emphasis on both the present and future needs of those receiving social care, we can work towards creating a society where individuals of all ages are able to live fulfilling and healthy lives.</p> <p>In order to support ongoing health and wellbeing, it is important to provide individuals with access to appropriate resources and services, such as healthcare, mental health support, social activities, and educational opportunities. This can include promoting healthy habits and behaviors, such as regular exercise, healthy eating, and stress management techniques. Additionally, it is crucial to provide personalized care that takes into account each individual's unique needs and preferences.</p> <p>For children in social care, it is important to prioritize their intellectual, social and behavioral development, as this can have a significant impact on their future success and wellbeing. This can include providing access to education and training opportunities, as well as opportunities for social and emotional development, such as counseling and mentoring.</p> <p>Ultimately, the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing is a key measure of the effectiveness of social care services. By prioritizing the needs and preferences of individuals receiving social care, we can work towards creating a more compassionate, equitable and just society for all.</p>

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

The safety and protection of vulnerable adults from abuse and neglect is a critical aspect of adult social care. It is essential to ensure that the provision of care is designed and delivered in a way that promotes the safety, dignity, and wellbeing of individuals, and that effective measures are in place to prevent and address instances of abuse and neglect. A key indicator of quality in adult social care is the extent to which people feel safe and protected from such harms. This requires a collaborative approach involving service users, their families, care providers, and regulatory bodies, to establish a culture of safety, vigilance, and accountability across the sector.

The safety and protection of adults who receive social care support is a fundamental human right. It is important that individuals are treated with respect, dignity, and compassion, and that they are protected from harm or neglect. A comprehensive approach to safeguarding must be embedded in all aspects of social care, including the assessment and management of risk, the training and support of care staff, and the provision of effective and timely interventions where abuse or neglect is suspected or confirmed.

The extent to which people feel safe and protected from abuse and neglect is a critical indicator of the quality of adult social care. It is therefore essential that care providers take proactive steps to create a culture of safety, where individuals feel empowered to report any concerns they may have, and where there is a robust system in place to respond to these concerns. This requires the involvement of service users and their families in the design and delivery of care, as well as effective communication, information sharing, and joint working across different agencies involved in safeguarding.

All Wales Safeguarding Procedures (AWSP) is a national framework for safeguarding adults at risk in Wales. It provides guidance and sets out a consistent approach for all agencies involved in safeguarding, including social services, health, police, housing, and the third sector. The AWSP framework is underpinned by the principles of the Social Services and Well-being (Wales) Act 2014, which places a duty on local authorities to safeguard and promote the well-being of adults at risk.

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)	45
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	team leader workshop / care coach responsibilities supervision and appraisal diversity and inclusion bullying in the workplace
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	

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