

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	Prestwood Residential Homes Ltd and CareTech Community Services Limited.	
The provider was registered on:	30/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	3 Owlach Road	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/05/2019
	Responsible Individual(s)	Deana Whittle
	Manager(s)	Lauren Carroll
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	7 Clarence Road	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/05/2019
	Responsible Individual(s)	Deana Whittle
	Manager(s)	Russell Cook
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	36 Trinity Ave	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/05/2019
	Responsible Individual(s)	Deana Whittle
	Manager(s)	Hayley Doyle
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Lynvor	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/05/2019
Responsible Individual(s)	Deana Whittle	
Manager(s)	Shelley Williams, Shelley Williams	
Maximum number of places	4	

Service Conditions	There are no conditions associated to this service
2 Ffordd Siabod	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	Deana Whittle
Manager(s)	Andrew Bates
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
17 Ffordd Garnedd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	Deana Whittle
Manager(s)	Andrew Bates
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Y Gilwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	30/05/2019
Responsible Individual(s)	Deana Whittle
Manager(s)	Anita Hughes
Maximum number of places	6
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	Mandatory Training Courses Include, Medication, Emergency First Aid, Fire Training, Food Safety, Infection Control, Manual Handling, Safeguarding, Maybo, Mental Capacity Act, Dols. As A Company, We Are afforded The Use Of Our Internal Training Centre And Source Specialist And Bespoke Training, In Line With The Individual They Are Supporting. Staff Are Expected To Obtain Or Working Towards QCF Level 2 Or 3, Health And Social Care Depending On Experience And Role, Team Leaders offered QCF 4/5
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our regional resourcing team (with advanced training on safer recruitment processes) support local managers with this process. Our organisations safe recruitment policy is upheld at all times. We have introduced the Real Living Wage, offered recruitment bonus such as Refer a friend (£500) Have began processes of offering Visa Sponsorships and links with overseas workers. We offer flexible working contracts and opportunities for development for all our employees

Service Profile

Service Details

Name of Service	17 Ffordd Garnedd
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Service Telephone Number	01248670144
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1135.30
The maximum weekly fee payable during the last financial year?	2241.95
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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?	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 small patio area outside of the property with seating and a lawn in front of the property. The service property is situated on a privately owned managed estate, which maintain the lawns and planted areas.
Provide details of any other facilities to which the residents have access	Communal Bathroom, this has a shower over the bath, sink and toilet. Communal Lounge Fully equipped communal kitchen and dining 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.	The individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service
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.	We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.
The extent to which people feel safe and protected from abuse and neglect.	We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level. The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.

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

We complete a schedule of health and safety checks within the service. These include:
 Medication Cabinet /Temperature checks
 Hot Food Temperature checks
 Fridge/ Freezer Temperatures
 Walkthrough checks
 Handover records
 Kitchen Audit spot check
 Fire Register
 Fire alarm tests
 Emergency exits check
 Fire extinguisher check/in place/intact
 Water Temperature checks
 Medication Audit- Weekly. Daily checks, full monthly audits
 Finance Audit
 Vehicle Safety checks
 Window Restrictor Checks
 First Aid box checks
 Infection Control
 Emergency Lighting
 Health and Safety Audit Fire
 Evacuation drill
 Managers Medication Audit

We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification. We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste

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) 4

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
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	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.	Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift - 19 am - 11pm night - 1 sleep in shift 11pm - 7pm early shift - 7am - 10pm
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	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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Understanding Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift - 10 am - 11pm night - 1 sleep in shift 11pm - 7qm early shift - 7am - 10am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	2 Ffordd Siabod
Service Telephone Number	01248670396
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

1

Fees Charged

The minimum weekly fee payable during the last financial year?

4938

The maximum weekly fee payable during the last financial year?

4938

If you wish to add further detail or comment regarding the scale of charges please do so below

Complaints

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

0

Total number of formal complaints made during the last financial year

0

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

Supported Individuals/Team meetings.
Person Centred Reviews
Commissioner Reviews
Surveys/feedback forms
RI visits
Locality manager visits
Family visits
Newsletters
Advocacy services
Social events

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?

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 lawned area outside of the property with garden seating. The service property is situated on a privately owned managed estate, which maintain the lawns and planted areas. On the first floor of the service property there is a patio door leading out to a balcony with bistro/patio furniture and bedding plants.

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

The service property consists of a Bathroom; this has a shower over the bath, sink and toilet. Lounge area, Fully equipped communal kitchen and dining area and there is an office and staff sleeping rooms.

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.

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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 individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service
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.	We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.
The extent to which people feel safe and protected from abuse and neglect.	We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level. The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.

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

We complete a schedule of health and safety checks within the service. These include:

Medication Cabinet /Temperature checks
 Hot Food Temperature checks
 Fridge/ Freezer Temperatures
 Walkthrough checks
 Handover records
 Kitchen Audit spot check
 Fire Register
 Fire alarm tests
 Emergency exits check
 Fire extinguisher check/in place/intact
 Water Temperature checks
 Medication Audit- Weekly. Daily checks, full monthly audits
 Finance Audit
 Vehicle Safety checks
 Window Restrictor Checks
 First Aid box checks
 Infection Control
 Emergency Lighting
 Health and Safety Audit Fire
 Evacuation drill
 Managers Medication Audit

We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification. We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste

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) 6

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
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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSHH Managing safely training Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 days per week - 10am - 11pm (2 staff) 7 days per week - sleep in shift 11pm - 7am (2staff) 7 days per week early shift - 7am - 10am (2 staff)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Understanding Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
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)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 days per week - 10am - 11pm (2 staff) 7 days per week - sleep in shift 11pm - 7am (2staff) 7 days per week early shift - 7am - 10am (2 staff)
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	5
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	3 Cwllach Road
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Service Telephone Number	01492860599
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1370.00
The maximum weekly fee payable during the last financial year?	2680.53
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	0
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Small patio area at the front of the property, which is fenced and paved and houses the rotary line during the summer months. A second fenced patio area at the lower front, which houses a smoking shelter. At the rear of the property is a small yard, which houses the recycling and also three brick sheds for storage.
Provide details of any other facilities to which the residents have access	The home consists of five separate self contained flats. Each with, Living/Dining area with Kitchen, Bedroom and bathroom

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.

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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 individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service
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.	We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.
The extent to which people feel safe and protected from abuse and neglect.	We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level. The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.

<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We complete a schedule of health and safety checks within the service. These include:</p> <ul style="list-style-type: none"> Medication Cabinet /Temperature checks Hot Food Temperature checks Fridge/ Freezer Temperatures Walkthrough checks Handover records Kitchen Audit spot check Fire Register Fire alarm tests Emergency exits check Fire extinguisher check/in place/intact Water Temperature checks Medication Audit- Weekly. Daily checks, full monthly audits Finance Audit Vehicle Safety checks Window Restrictor Checks First Aid box checks Infection Control Emergency Lighting Health and Safety Audit Fire Evacuation drill Managers Medication Audit <p>We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification. We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste</p>
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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

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

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

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

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSHH Managing safely training HR training KPI training, Dylos training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO Mental health awareness training, Self-harm, ligature and suicide Hearing voices.
<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?	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	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	IOSHH Managing safely training KPI training, Dylos training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO Mental health awareness training, Self-harm, ligature and suicide Hearing voices.

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 x 14.5 hrs shifts per week 2 x Sleep in shifts per week (11pm - 7am)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
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	4
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.	Autism Understanding Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO Mental health awareness. Self-harm, suicide and ligature Hearing voices
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	14.5 hr shifts per week 8.30 - 11pm 12.5 hr shift 8.30 am - 9.30 pm sleep in shift 8hrs 11pm - 7am x1
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	5
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

Name of Service	36 Trinity Ave
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Service Telephone Number	01492871381
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1369.96
The maximum weekly fee payable during the last financial year?	2582.16
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A well maintained lawned garden with flower and plant borders and a drive way at the front of the property, with garden seating. There is also a small patio area at the back of the property with additional bedding plants.

Provide details of any other facilities to which the residents have access	<p>This 5 bedded property; two Bedrooms located on the ground floor and three bedrooms upstairs, one which has a ensuite bathroom . There is a communal bathroom on the first floor which has a bathroom and over bath shower and a toilet. There is also an additional separate toilet.</p> <p>On the ground floor there is a communal wet-room and disabled toilet.</p> <p>There is a communal Lounge for individuals to relax and watch television or other in-house activities. There is also a communal kitchen and dining area where meals can be prepared and shared, the dining space is a communal area that is often used to congregate and do activities during the day. There is a separate utility room and additional toilet for visitors to use.</p>
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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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	The individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service
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.	We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training</p> <p>Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level.</p> <p>The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We complete a schedule of health and safety checks within the service. These include:</p> <ul style="list-style-type: none"> Medication Cabinet /Temperature checks Hot Food Temperature checks Fridge/ Freezer Temperatures Walkthrough checks Handover records Kitchen Audit spot check Fire Register Fire alarm tests Emergency exits check Fire extinguisher check/in place/intact Water Temperature checks Medication Audit- Weekly. Daily checks, full monthly audits Finance Audit Vehicle Safety checks Window Restrictor Checks First Aid box checks Infection Control Emergency Lighting Health and Safety Audit Fire Evacuation drill Managers Medication Audit <p>We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification. We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste</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)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSHH Managing safely training HR training KPI training, Dylos training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
<p>Contractual Arrangements</p>		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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
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	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	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.	HR training KPI training, Dylos training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8.30 - 11pm (1 staff) 11pm - 7am sleep in shift(1 staff) early 7am - 8.30am (1 staff)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	1

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

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

Induction	3
Health & Safety	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.	Autism Understanding Epilepsy Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 days per week - 9am -5pm (2 staff) 8.30 - 11pm (1 staff) 8.30 - 9.30 (1 staff) 7 nights per week - sleep in staff 11pm - 7am (1 staff) 7 days per week -early shift - 7am - 8.30am (1 staff)
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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	5

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	7 Clarence Road
Service Telephone Number	01492874355
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1411.00
The maximum weekly fee payable during the last financial year?	2870.11
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	0
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Small seated area to the front of the house with flower bed that is maintained by individuals we support. Lawned area to the back of the house with flower borders that is also maintained by individuals we support. A Large shed is situated back of house where service users keep belongings such as push bikes etc. Stoned seated area with BBQ at the rear of house
Provide details of any other facilities to which the residents have access	The home consists of four separate self contained flats. Each with , Living/Dining area with Kitchen, Bedroom and shower room and toilet.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	The individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, that means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction survey for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service

<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>We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person, there is a health and well being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training. Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level.</p> <p>The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We complete a schedule of health and safety checks within the service. These include:</p> <ul style="list-style-type: none"> Medication Cabinet /Temperature checks Hot Food Temperature checks Fridge/ Freezer Temperatures Walkthrough checks Handover records Kitchen Audit spot check Fire Register Fire alarm tests Emergency exits check Fire extinguisher check/in place/intact Water Temperature checks Medication Audit- Weekly. Daily checks, full monthly audits Finance Audit Vehicle Safety checks Window Restrictor Checks First Aid box checks Infection Control Emergency Lighting Health and Safety Audit Fire Evacuation drill Managers Medication Audit <p>We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification.</p> <p>We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste.</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) 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.

IOSHH Managing safely training
HR training
KPI training,
Dylos training,
Fire training managers and designated individuals
Autism Understanding
Data Protection
First Aid
Information Governance
Learning Disability Awareness
Manual Handling Objects
MCA DoLs
Oliver McGowan Training
Prevent
Working at height awareness
MAYBO

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
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.	Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am - 7pm 4 x 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	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<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	8
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
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.	Autism Understanding Epilepsy Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 days a week - 8.30 - 3.30pm (1 staff) 7 days a week - 8.30am - 11pm (2 staff) 7 days a week - 11pm - 7am - (2 sleep in staff) 7 days a week -7am - 8.30am (early shift 2 staff)

Staff Qualifications

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

8

No. of staff working towards the required/recommended qualification

2

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Service Profile

Other types of staff

Service Details

Does your service structure include any additional role types other than those already listed?

No

Name of Service

Lynvor

Service Telephone Number

07765402537

What is/are the main language(s) through which your service is provided?

English Medium

Other languages used in the provision of the service

Service Provision

People Supported

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

4

Fees Charged

The minimum weekly fee payable during the last financial year?

1704.99

The maximum weekly fee payable during the last financial year?

4073.61

If you wish to add further detail or comment regarding the scale of charges please do so below

Complaints

Number of active complaints outstanding

0

Number of complaints upheld

1

Number of complaints partially upheld

0

Number of complaints not upheld

0

Total number of formal complaints made during the last financial year

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
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	Outside of the service property benefits from a well-kept and established lawned garden at the front of the house. At the rear of the house, there is a garage/storage area. The driveway to the home leads to a paved surround, which provides adequate off-road parking and outside seating area.
Provide details of any other facilities to which the residents have access	The home consists of four bedrooms –three with en suite facilities . There is also one large communal bathroom. A communal lounge. A fully equipped communal kitchen A communal dining area. Two staff bedrooms upstairs and downstairs.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	The individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service

<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>We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training. Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level.</p> <p>The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We complete a schedule of health and safety checks within the service. These include:</p> <ul style="list-style-type: none"> Medication Cabinet /Temperature checks Hot Food Temperature checks Fridge/ Freezer Temperatures Walkthrough checks Handover records Kitchen Audit spot check Fire Register Fire alarm tests Emergency exits check Fire extinguisher check/in place/intact Water Temperature checks Medication Audit- Weekly. Daily checks, full monthly audits Finance Audit Vehicle Safety checks Window Restrictor Checks First Aid box checks Infection Control Emergency Lighting Health and Safety Audit Fire Evacuation drill Managers Medication Audit <p>We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification. We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing an environment which is to their personal taste.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	13
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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
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No. of posts vacant	0
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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
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Health & Safety	1
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Equality, Diversity & Human Rights	1
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Infection, prevention & control	1
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Manual Handling	1
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Safeguarding	1
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Medicine management	1
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Dementia	0
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Positive Behaviour Management	1
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Food Hygiene	1
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Please outline any additional training undertaken pertinent to this role which is not outlined above.

IOSHH Managing safely training
HR training
KPI training,
Dylos training,
Fire training managers and designated individuals
Autism Understanding
Data Protection
First Aid
Information Governance
Learning Disability Awareness
Manual Handling Objects
MCA DoLs
Oliver McGowan Training
Prevent
Working at height awareness
MAYBO

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		IOSHH Managing safely training HR training KPI training, Dylos training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
<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>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 days a week 8.30am - 11pm (1 staff) 7 nights a week - 11pm - 7am (2 staff) 3 days per week early morn - 7am - 8.30 am. (2 staff) 7 days a week 9am - 9pm (1 staff) 7 days a week 8.30am - 10.30pm (1 staff) All above shifts can vary to accommodate
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	11
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Understanding Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
<p>Contractual Arrangements</p>	
No. of permanent staff	11
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)	7
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

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.

7 days a week 8.30am - 11pm (1 staff)
7 nights a week - 11pm - 7am (2 staff)
3 days per week early morn - 7am - 8.30 am. (2 staff)
7 days a week 9am - 9pm (1 staff)
7 days a week 8.30am - 10.30pm (1 staff)
All above shifts can vary to accommodate for late night or early morn activities

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

8

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

Y Gilwen

Service Telephone Number

01286669115

What is/are the main language(s) through which your service is provided?

Welsh Medium and English Medium

Other languages used in the provision of the service

Service Provision

People Supported

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

6

Fees Charged

The minimum weekly fee payable during the last financial year?	1098.56
The maximum weekly fee payable during the last financial year?	2210.27
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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	Front of the service property; Gated & gravelled parking area leading to a gated back garden laid to lawn & with shrubs/flowers & with a raised BBQ area & a clothes line. Back of the service property; Rear: Gated courtyard parking area with office & storage shed. Patio/bistro seating and potted plants.
Provide details of any other facilities to which the residents have access	The home consists of four individual rooms within the main house & two external self-contained flats. Inside the main house; Communal dining area, large communal lounge, communal bathroom, separate communal toilet. External self contained units; Living Room, Kitchen with Dining area, Shower room / toilet and Bedroom.

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 individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, which means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction service for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated Locality manager and a Head of service whose details are provided at every service
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.	We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person; there is a health and well-being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.
The extent to which people feel safe and protected from abuse and neglect.	We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression in tracked and outcomes and lessons learned reviewed at local and corporate level. The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.

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

We complete a schedule of health and safety checks within the service. These include:

Medication Cabinet /Temperature checks
 Hot Food Temperature checks
 Fridge/ Freezer Temperatures
 Walkthrough checks
 Handover records
 Kitchen Audit spot check
 Fire Register
 Fire alarm tests
 Emergency exits check
 Fire extinguisher check/in place/intact
 Water Temperature checks
 Medication Audit- Weekly. Daily checks, full monthly audits
 Finance Audit
 Vehicle Safety checks
 Window Restrictor Checks
 First Aid box checks
 Infection Control
 Emergency Lighting
 Health and Safety Audit Fire
 Evacuation drill
 Managers Medication Audit

We use a management system to track these checks and the manager has overall responsibility to ensure that all health and safety checks are completed. During environmental checks, where issues are identified, these are notified to our internal maintenance department for rectification.

We have an independent Health and Safety company who completes annual audits of the premises and systems in place. Any risks due to environmental concerns are captured on the monthly report and the line of sight. An external contractor undertakes Fire Risk assessments. This is reviewed annually by the service or by the contractor in line with any changes to the environment. Individuals we support are involved in the process of choosing a environment which is to their personal taste

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSHH Managing safely training HR training KPI training, Dylos training, Self Injurious behaviour and ligature risk Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
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	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.	Self Injurious behaviour and ligature risk KPI training, Fire training managers and designated individuals Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
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.	14.5hr shift plus 1 sleep shift 8hrs - 1 senior staff
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	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	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	9
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Injurious behaviour and ligature risk Autism Understanding Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
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)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>everyday - 8.30 - 8.30, 8.30 - 4.30pm, 8.30am - 11pm. - 3staff</p> <p>3 days per week - 9am - 7pm 1 staff</p> <p>2 days per week - 8.30am - 4.30pm 1 staff</p> <p>1 day a week 8.30 - 4.30 2 staff</p> <p>1 day a week 8.30 - 4.30 1 staff</p> <p>every night a week - 11pm - 7 am 1 sleep in staff</p>
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	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