Annual Return 2023/2024

2024.	ion relates to information CIW held a completed for you. There are no ac		
Provider name:		Gwynedd Council Adults and	Children's Services
The provider was registered	ed on:	16/08/2019	
The following lists the provider conditions:	There are no imposed conditions a	sociated to this provider	
The regulated services delivered by this provider	Bryn Blodau		
were:	Service Type	Care Home Serv	vice
	Type of Care	Adults Without N	lursing
	Approval Date	16/08/2019	-
	Responsible Individual(s)	Rhion Glyn	
	Manager(s)	Sharon Keywoo	d
	Maximum number of places	41	
	Service Conditions	There are no co	onditions associated to this service
	Cefn Rodyn		
	Service Type	Care Home Serv	vice
	Type of Care	Adults Without N	lursing
	Approval Date	06/09/2019	
	Responsible Individual(s)	Rhion Glyn	
	Manager(s)	Tracey Gardene	er
	Maximum number of places	22	
	Service Conditions	There are no co	nditions associated to this service
	Hafod Mawddach		
	Service Type	Care Home Serv	vice
	Type of Care	Adults Without N	
	Approval Date	19/08/2019	-
	Responsible Individual(s)	Rhion Glyn	
	Manager(s)	Alexandra Cam	bell
	Maximum number of places	25	
	Service Conditions	There are no co	nditions associated to this service
	Llys Cadfan		
	Service Type	Care Home Serv	vice
	Type of Care	Adults Without N	lursing
	Approval Date	19/08/2019	
	Responsible Individual(s)	Rhion Glyn	
	Manager(s)	Katey McMullen	
	Maximum number of places	33	
	Service Conditions	There are no co	nditions associated to this service

Ras Gwilym	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Sharron Jones
Maximum number of places	27
Service Conditions	There are no conditions associated to this service
Ras Hafan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/09/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Ceri Aikman
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
Pas Hedd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Carys Owen
Maximum number of places	28
Service Conditions	There are no conditions associated to this service
Ras Maesincla	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Susan Evans
Maximum number of places	23
Service Conditions	There are no conditions associated to this service
Ras Ogwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Sharon Williams
Maximum number of places	27
Service Conditions	There are no conditions associated to this service
Ras Pengwaith	
	Care Home Service
Service Type	
Service Type Type of Care	Adults Without Nursing

Responsible Individual(s)	Rhion Glyn
Manager(s)	Lorraine Powell
Maximum number of places	31
Service Conditions	There are no conditions associated to this service
Pas Y Don	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Responsible Individual(s)	Rhion Glyn
Manager(s)	Nia Thomas
Maximum number of places	28
Service Conditions	There are no conditions associated to this service
Service Conditions	
Tan Y Marian	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Bethan Davies, Bethen Davies
Maximum number of places	9
Service Conditions	There are no conditions associated to this service
Y Frondeg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Joan Povey
Maximum number of places	11
Service Conditions	There are no conditions associated to this service
Hafan Y Sêr	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/01/2020
Responsible Individual(s)	Marian Hughes
Manager(s)	rona jones
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Gwynedd Domiciliary Care Services - Older People,	Supported Living & DERVEN
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/01/2020
Responsible Individual(s)	Aled Davies, Marian Hughes
Manager(s)	Mark Jones, Gwilym Ceiriog, Davy Evans, Dylan O wen
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Service Type	Adult Placement Service
Type of Care	None
Approval Date	30/09/2019
Responsible Individual(s)	Aled Davies
Manager(s)	Medi Griffiths
Service Conditions	There are no conditions associated to this service

Training and Workforce Ranning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	TNA process held in January 23 to plan for 2023/24's training pro gramme. Programme includes induction, mandatory training, matt ers arising from inspections and complaints, matters identified as part of the TNA process and relevant legislatory developments. Qualifications - continuous monitoring work ongoing all year to ide ntify staff qualification needs. Partnerships in place with providers to ensure we attend to the needs of the workforce and to ensure quality with regular monitoring meetings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	75 events attended to promote the field Good news story campaigns continously held Held workforce planning workshops with services Worked with HR on the Council's new jobs website Materials created to promote the sector 145 work experience placements organised during the year Care Academy - background work to prepare a bid for funding a c are academy where individuals come in to care services to follow definitive career paths to become Social Workers, OTs and hopef ully nurses, whilst filling gaps

Service Profile

Service Details

Name of Service	Bryn Blodau
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Service Telephone Number	01766762621
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

1	People Supported		
	How many people in total did the service provide care and support to during the last financial year?	39	

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with familiesB Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home. The Area Manager's conversations with residents of the home.

Service Environment

How many bedrooms at the service are single rooms?	41
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	13
How many communal lounges at the service?	8
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Secure patio garden with flower beds Secure small area astro turf Large outdoor patio area and planting Benches, lawn and flowers
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

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

Statement of Compliance

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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.

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.	Based on the information and evidence available, and in partic ular in relation to monitoring and governance, RI visits and rece nt audit findings, I believe there is scope to strengthen the arra ngements in place in relation to these aspects.
	I set out below the expected standard and arrangements in place e to ensure that the voices of our residents are heard, that they have a choice in their care and support, and that opportunities are available to them:
	Our residents' care plans are entirely personal to the individual setting out what is important to them, their interests and what they enjoy. The care plans are central and absolutely core, and i n that regard it is regularly reviewed to ensure that it continues to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews under taken by professional co-working staff as a result of a change o the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. In dividuals are also offered opportunities to offer ideas / feedbac k individually through a chat, or through a suggestion box. Anot her method used is questionnaires that gather the views of resi dents, families, professionals, commissioners and staff. The Ad vocacy Service is also used as needed.
	The voice of our residents underpins every aspect of daily hom e life but is also absolutely core in developing the service and p roviding new opportunities. The diversity of activities going on, whether specific events or part of daily home life, reflects this. Choice is something that is naturally offered to our residents al the time, whether it's a meal choice or the type of personal care they wanted.
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.	Based on the information and evidence available, and in relation n to monitoring and governance, RI visits and recent audit find ngs, I believe there is scope to strengthen the arrangements in place in relation to these aspects.
	I set out below the expected standard and arrangements in pla e to ensure that people are happy and supported to maintain t eir ongoing health, development, and overall well-being:
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed or the benefit hey get from exercise or specific interests. Regular contact with health and care professional teams, the local surgery and phar macy is absolutely key to ensuring that the service is able to ac apt as needed and continue to greet the needs of the individua in terms of all aspects involved. At the core of course is also to ensure that the staff at the home are competent, trained, and v ith the right skills to be able to support our residents. In accord ance with the statement of purpose every effort is made to try t o support and care for individuals in response to a change in n eed, but circumstances arise where that is not always possible.
	In those situations, the contact and input of the professional te ms we collaborate with is absolutely key to ensuring that the he alth and wellbeing of the individual is central and prioritised. Th e activities to promote well-being that can be done in the home are very widespread, often varied, and when the opportunities arise they are done alonside the local community.

The extent to which people feel safe and protected from abuse and neglect.	Based on the information and evidence available, and in partic ular in relation to monitoring and governance, RI visits and rece nt audit findings, I believe there is scope to strengthen the arra ngements in place in relation to these aspects.
	I set out below the expected standard and arrangements in place e to ensure that people feel safe and protected from abuse and neglect:
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern will be dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, ris k assessments, appointment and induction of new staff, NPS re gistration, investigation of complaints, constant supervision, ap propriate training and understanding of policies such as 'safeg uarding' and 'whistle blowing' are key.
	These aspects, as well as other issues that provide a broad ov erview of the service, are regularly monitored by us through int ernal arrangements. But along with this they regularly receive a ttention through audits by external teams to the service such as the Quality Assurance team, Internal Audit team, Environmental Health, Health and Safety and AGC Audits. The feedback received, and any matter relating to individual protection, is treated as a priority and properly addressed by the Registered Manager r, and as necessary, the Area Manager and the RI. Please also note that service staff are aware of the code of professional pra- ctice and their commitment to promoting individual wellbeing, vo ice and control in supporting them to stay safe. They have also received training that includes respecting dignity, equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal butcomes.	Based on the information and evidence available, and in partic ular in relation to monitoring and governance, RI visits and rece nt audit findings, I believe there is scope to strengthen the arra ngements in place in relation to these aspects.
	I set out below the expected standard and arrangements in place e to ensure that people living in a home that maintains their well -being and helps them achieve their personal outcomes:
	It is sought to ensure that we have the right environment for our residents, which responds to their needs but also provides opp ortunities to develop and achieve what is important to them in lif e. One must be mindful to the individual's specific wants and ne eds, while at the same time being aware that the nature of man y of the rooms in a care home are communal spaces for all resi dents of the home. Efforts are made to ensure that maintenanc e issues are addressed in a timely manner and that the décor i s not dated, while also trying to ensure that new work always fit s with the rest of the home. In particular relation to issues with t he building, arrangements are in place to highlight any deficien cies or issues that need to be addressed with the Council's cen tral team responsible for the maintenance of the Council's prop erty. These issues are also addressed in the visits made by the RI. Ensuring consistency and stability in staffing goes a long wa y towards the ideal environment needed in a care home, but it must be recognised that the challenges with this remain. Efforts will be made to fill vacancies as quickly as possible, ensuring a n adequate level of casual staff as well. Succeeding in this mea ns less reliance on agency staff which can of course disrupt the consistency sought to be provided, the proactive Welsh langua ge offer and increase household running costs.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	42
31 March)	

Service Manager	
Does your service structure include type?	e roles of this Yes
	section relate specifically to this role type only. Unless otherwis hould be the position as of the 31st March of the last financial
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Set out the number of staff who provided is only a sample of the	last financial year for this role type. undertook relevant training. The list of training categories training that may have been undertaken. Any training not list any additional training undertaken pertinent for this role whic
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training pertinent to this role which is not out	
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 contr staff	act (zero hours) 0
Outline below the number of pe	rmanent and fixed term contact staff by hours worked per weel
No. of full-time staff (35 hours or m	pre per week) 2
No. of part-time staff (17-34 hours	per week) 0
No. of part-time staff (16 hours or u	nder per week) 0

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	3
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformation not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0 0 0 1 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0 0 0 1 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0 0 0 0 1 0 0 1 3
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 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.	Please see information presented with regards to c are workers.		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3		
No. of staff working towards the required/recommended qualification	0		
Other agoid ages workers are iding direct and			
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	51		
No. of posts vacant	3		
	5		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	0		
Health & Safety	2		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	0		
Manual Handling	14		
Safeguarding	7		
Medicine management	6		
Dementia	12		
Positive Behaviour Management	0		
Food Hygiene	0		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 individual completed First Aid training		
Contractual Arrangements			
No. of permanent staff	27		
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	24
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed s	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.	Bryn Blodau This Home employs 29 permanent and several cas ual staff. Bryn Blodau (24 BED RESIDENTIAL) 4 staff covering a 12hour day 3 staff at night on awake duty Domestic cleans 5 days a week 2 staff in kitchen daily Some of these shifts have had to change due to our r present staffing shortage this has only been done as a last resort. Hafan y Bryn (17 BED DEMENTIA UNIT) 4 staff covering a 12hour day 2 staff at night on wake duty (this will be increased o three staff over both floors) (The home at the moment is running on 8 full time dementia beds 2 Staff covering 12-hour day and 1 staff covering at night on a wake duty.) and ideally having a 6-10 shift which unfortunately we have no always been able to cover. The manager works 5 days a week hour to best ma et the needs of the home and individuals living the
	e
Staff Qualifications	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	e
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	e 35
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	e 35
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	e 35 4 Yes
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	e 35 4 Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	e 35 4 Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	e 35 4 Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	e 35 4 Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that marcan be added to 'Please outline any additional training that the staff of the staff o	e 35 4 Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spe	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
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Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ition as of the 31st March of the last financial year. 1 1 ar for this role type.
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Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	1 1 ar for this role type. ant training. The list of training categories sy have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
Important: All questions in this section relate spectrates that information added should be the possected, the information added should be the posected. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relever provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 1 ar for this role type. ant training. The list of training categories ny have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ition as of the 31st March of the last financial year. 1 1 ar for this role type. ant training. The list of training categories ny have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0

ementia	0
ositive Behaviour Management	0
ood Hygiene	0
lease outline any additional training undertaken ertinent to this role which is not outlined above.	
Contractual Arrangements	
o. of permanent staff	1
o. of Fixed term contracted staff	0
o. of volunteers	0
o. of Agency/Bank staff	0
o. of Non-guaranteed hours contract (zero hours aff	s) 0
Outline below the number of permanent and f	ixed term contact staff by
Outline below the number of permanent and f o. of full-time staff (35 hours or more per week)	ixed term contact staff by
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week)	1 0
o. of full-time staff (35 hours or more per week)	1 0
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week)	1 0
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week) o. of part-time staff (16 hours or under per week	1 0
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week) o. of part-time staff (16 hours or under per week Staff Qualifications	1 0 () 0 1
 o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week) o. of part-time staff (16 hours or under per week) Staff Qualifications o. of staff who have the required qualification o. of staff working toward required/recommende 	1 0 () 0 1

Service Profile

Name of Service	Cefn Rodyn	
Service Telephone Number	01341422975	
What is/are the main language(s) through which your service is provided?		

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	39

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	The views and feedback of our residents are key to identifying wh at needs improvement, and absolutely core to the arrangements i n place in terms of monitoring and review. There is therefore conti nuous effort to improve and introduce new and different ways of e ngaging that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: • 'Residents' Meetings' • Suggestion Boxes • Questionnaires for residents, families / representatives, professi onals / commissioners and staff • RI conversations with residents of the home • The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Enclosed back garden with patio areas and grass area (sloping) a long the length of the back of home. Benchseat half way down dri ve. Areas to be cultivated at east end of home. Front area with car park and seating areas.
Provide details of any other facilities to which the residents have access	Hairdressing room Library book area

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body language and gestures, picture books, abbey pain scales

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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt i n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	'Residents' Meetings' are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Suggesti on Box). Another method used is questionnaires to gather the v iews of residents, families, professionals, commissioners, and st aff. The Advocacy Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support t hey need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see ev ents and activities with the local community restarting fully.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

31 March)	The total number of full time equivalent posts at the service (as at 31 March)	30
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	he training undertaken, the contractual arrangements in period should relate to the period during which the staff me	
ff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	0
	Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
	No. of full-time staff (35 hours or more per week)	1
	No. of part-time staff (17-34 hours per week)	0
	No. of part-time staff (16 hours or under per week)	0
	Staff Qualifications	

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

Wales as a Service Manager	
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
Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	1
	1
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Please see information presented in relation to car e workers.
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 easiel ages workers are infine time to any	
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	33
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	14
Safeguarding	3
Medicine management	15
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	9 staff members have completed first aid
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
	L

m contact staff by hours worked per week.
fn Rodyn is Home employs 21 permanent and several cas staff. e current staffing structure for the home is as fo s. taff on 12hour shift through the day, 4 staff in th fternoon taff at night on awake duty mestic cleans 5 days a week. taff in kitchen daily e manager works 5 days a week hour to best me the needs of the home and individuals living the sting levels continue to be reviewed and there a lans to increase staffing numbers in line with pla to provide more specialised care for residents v obysical and health disabilities that are more co lex but remain within the criteria for residential of
fn Rodyn is Home employs 21 permanent and several cas staff. e current staffing structure for the home is as fo s. taff on 12hour shift through the day, 4 staff in th fternoon taff at night on awake duty mestic cleans 5 days a week. taff in kitchen daily e manager works 5 days a week hour to best me the needs of the home and individuals living the sting levels continue to be reviewed and there a lans to increase staffing numbers in line with pla to provide more specialised care for residents v obysical and health disabilities that are more co lex but remain within the criteria for residential of
fn Rodyn is Home employs 21 permanent and several cas staff. e current staffing structure for the home is as for s. taff on 12hour shift through the day, 4 staff in th fternoon taff at night on awake duty mestic cleans 5 days a week. taff in kitchen daily e manager works 5 days a week hour to best m the needs of the home and individuals living the affing levels continue to be reviewed and there a lans to increase staffing numbers in line with pla to provide more specialised care for residents w obysical and health disabilities that are more co lex but remain within the criteria for residential of
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is Home employs 21 permanent and several cas staff. e current staffing structure for the home is as for s. taff on 12hour shift through the day, 4 staff in the fternoon taff at night on awake duty mestic cleans 5 days a week. taff in kitchen daily e manager works 5 days a week hour to best m the needs of the home and individuals living the ffing levels continue to be reviewed and there a lans to increase staffing numbers in line with pl to provide more specialised care for residents to obysical and health disabilities that are more co lex but remain within the criteria for residential of
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ally to this role type only. Unless otherwise as of the 31st March of the last financial year.
this role type. raining. The list of training categories ve been undertaken. Any training not listed ng undertaken pertinent for this role which is

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

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked pe
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
,	0
No. of part-time staff (16 hours or under per week)	0
No. of part-time staff (16 hours or under per week) Staff Qualifications	
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	3

Service Profile

Name of Service	Cynllun Cysylltu Bywydau	
Service Telephone Number	01758704145	
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

sople Supported		
How many people in total did the service provide care and support to during the last financial year?	38	
omplaints		
-	0	
omplaints Number of active complaints outstanding Number of complaints upheld	0 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?	

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signs that are personal to individuals, social story

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.

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.	I am confident that the voices of individuals supported by the S ervice are heard and they have a choice in their care and supp ort. This statement is made on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wid e range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care sta f.
	Feedback from the yearly questionnaires, care plan updates, supervision, regular visits, and engagement is encouraging and confirms that the voice of individuals in the Shared Lives Scheme is central to any decision regarding their care and support. There is good collaboration between Scheme staff and the Social Work/Health Teams in Gwynedd and Ynys Môn, and any change in needs or knowledge of 'What Matters' to the individual a e shared to facilitate relevant action. Efforts are being made to strengthen the partnership further. Enablers have access to or going training with an emphasis on values and principles that support individuals to make choices and promote decision making themselves. A continuous effort is made to get feedback from individuals. Families, enablers and professional teams are encouraged to offer their feedback to try and ensure we hear the person's voice clearly. The scheme is a member of Shared Lives Plus which can offer support to Scheme staff, enablers and families. It also provides an opportunity to share information on new developments and the latest news within a Community of Practice.
	We are confident that we are supporting the well-being of indiv duals within the Scheme and helping them achieve their persor al outcomes. Staff are committed to supporting individuals in a way that promotes their choices and opportunities to learn, dev elop and meet their personal outcomes. We have seen evidence e of this with a number of individuals who, having been placed with the scheme following difficult or turbulent times in their live , have settled and grown with the support of the scheme and al e now supported to live independently. We are keen to recruit to o the scheme as part of offering more accommodation opportu nities and choice within Learning Disability services. We have it entified a need for more placements for young individuals who would benefit from a short/medium term placement before movi ng on to "step-down" or independent living. In addition, we are keen to see the scheme develop its respite provision.
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.	I am confident that the voices of individuals supported by the S ervice are listened to and that they are given choice in terms o their care and support. This statement is made on the basis of he information and evidence being presented through the Qua ty of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the e views and visits of the RI, Area Managers and professional h alth and care staff.
	The Scheme and the Learning Disability Service receives posit ve feedback from individuals, families, enablers and profession al officers confirming that individuals living within the scheme re ceive support to promote their health and well-being. There is a lso clear evidence of the opportunities to develop and participa e in activities offered. The Scheme staff are willing to come into contact with the team if they think it necessary to get expert pro fessional support or opinion. Multi-disciplinary co-working arrar gements are used to facilitate the work and to produce respons es based on ensuring that the individual's health and wellbeing is central. The arrangements seek to ensure that the individual s' health and wellbeing needs are continuously monitored with cheme staff and enablers present in reviews.

The extent to which people feel safe and protected from abuse and neglect.	I am confident that individuals supported by the Service feel saf e and protected from abuse and neglect. This statement is mad e on the basis of the information and evidence being presented through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather the views and visits of the RI, Area Managers a nd professional health and care staff.
	Enablers receive safeguarding training and are fully aware of th e protocol to report any concern or incident. Similarly, the mana ger and officers share information in a timely manner with the S ocial Work team/Safeguarding Team if any issue of concern ari ses. We encourage transparency and close collaboration amon gst all involved in the Scheme's service delivery arrangements.
	As a result of the above and through constant feedback receiv ed from the individuals and those who know them best, we are confident that they feel safe and protected from any abuse.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	3
31 March)	

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise osition 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
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0

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Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Senior social care workers providing direct care Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this	

Service Profile

Name of Service	Gwynedd Domiciliary Care Services - Older People, Supported Living & DERWEN
Service Telephone Number	01286 679003
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	English

People Supported		
How many people in total did the service provide care and support to during the last financial year?	679	

Fees Charged

The minimum hourly rate payable during the last financial year?	22.12	
The maximum hourly rate payable during the last financial year?	22.12	
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	1
Number of complaints partially upheld	0
Number of complaints not upheld	4
Total number of formal complaints made during the last financial year	6
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Questionnaires to individuals, their families and professional work ers assessing their care needs. Meetings and visits with individuals receiving care in their homes. Care package reviews. Attending education and health service reviews. Advocacy.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Signs that are personal to individuals, Braille

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.

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.	I trust that individuals' voices are heard and that they have a ch oice in their care and support. This statement is made on the b asis of the information and evidence being presented through t he Quality of Care Reviews, the monitoring and governance arr angements in place, our wide range of methods to engage and gather views and visits of RI & professional staff.
	By working in a person-centred way, care is provided based on what's important to individuals. When engaging from start to fini sh, unique care packages can be created and reviewed that m eet the needs of individuals and families. Collaborative convers ations are a foundation for agreeing and adapting care plans. We use quality reports to strengthen our delivery and focus on keeping the individuals at the heart of our practice and way of working.
	Home Care - Quality questionnaires have been adapted to be more person centric. Feedback from individuals, friends, family or professionals is welcomed. Every effort is made to visit a new service user in their home in advance, to meet them and the fa mily/individuals who are central to their care provision and the d evelopment of their Personal Plan. Staff receive training on dig nity, respect, equality and diversity and commit to promoting ind ividual wellbeing, voice and control while supporting and keepin g them safe.
	Derwen - Different forms of communication are used to ensure t hat the child's voice is heard and is central to their support. Th e process for recording, reporting and sharing feedback works effectively and allows us to identify the child's experience and t ailor a service to suit. This is facilitated by monitoring the sessio n reports and holding regular supervision and team meetings. We consult with the families and observe how to respond to thei r needs, preferences and wants. This contributes to ensuring th at the service's arrangements succeed in putting children and t heir families at the centre and offering high quality, inclusive ca re.
	Supported Living - The individual's voice is central to every dec ision. Individuals are encouraged to share their opinions, but th e vast majority have complex and intensive needs and as a res ult the input of families, advocates and the learning disability sp ecialist team is vital to ensure we achieve what is important to t he individual. Feedback is gathered through informal conversat ions and observation of their respond to feedback by adapting care plans to promote voice, control and well-being.

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.	Individuals are happy and supported to maintain their health, d evelopment and overall well-being on an ongoing basis. This st atement is made on the basis of information and evidence pres ented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of engage ment and opinion gathering methods and visits of RI and profes sional staff.
	Home Care - Care and support is provided in accordance with personal assessments and plans to meet needs and support in dividuals to achieve their personal outcomes, to be as indepen dent as possible and to ensure that they can live their best live s. They're supported to be part of the community, ensuring the y feel fulfilled and have a purpose in life. Individuals are suppor ted with their health needs where appropriate. Weekly multi-ag ency CRT meetings facilitate the sharing of information and foc us on maintaining individual well-being.
	Derwen - The integrated service has expertise to create inclusi ve and personalised care and support plans. This allows us to assess, identify and meet the developmental needs of each chil d. The service is effective at meeting these needs through heal th plans, manual handling, risk assessment and positive behavi our management and support plans. The provision uses perso n-centred models to promote and develop children's wellbeing, intelligence and skills according to their needs.
	Some examples:- - Development and use of PBS and Active Support schemes - Opportunities to attend social and recreational activities in the community - Input into the child's IDP plan and helping the children with an y additional educational tasks needed - Collaborating with the Adults team to ensure transition to the r ight services - Working closely with the Hafan Y Sêr short break unit to creat e delivery plans for the unit
	Supported Living – As a multi-disciplinary and specialist provisi on, access to health support is available. This is reflected in car e plans and risk assessments.Staff receive training such as dys phagia and PBS. Accessible training packages are used to max imize individuals' understanding about healthy living and attendi ng screening appointments. The Active Support model promote s building and nurturing skills in all aspects of individuals' lives with a focus on participating and receiving suitable support. Th e opportunities available through Wellbeing Pathways provide n ew experiences and developing relationships within their local c ommunities.

The extent to which people feel safe and protected from abuse and neglect.	Individuals feel protected from abuse and neglect. This stateme nt is made on the basis of the information and evidence presen ted through the Quality of Care Reviews, the monitoring and go vernance arrangements in place, our wide range of engageme nt and opinion gathering and visits of the RI and health and car e professional staff. The services work in close multi-disciplinar y partnership with the social work and health teams to promote all aspects of the safety and well-being of the individuals, worki ng in accordance with safeguarding procedures.
	Staff are trained to work in a person-centred way ensuring that the support provided is proportionate and enables individuals t o fulfil their potential. All staff are registered with Social Care W ales and are committed to their Code of Practice. They are exp erienced and display a high intelligence of the requirements pla ced on them to protect the welfare of each individual.
	Home Care - Staff are trained to report any concerns and how t o respond in different circumstances. We build relationships wit h the individuals and promote a culture of being transparent an d open. There is a clear procedure for Whistle Blowing and disc ussion about safeguarding and lessons to be learned through a supervision regime is encouraged. It is sought to create a pre ventative mindset towards abuse in all its forms.
	Derwen - The team has the right and up-to-date training and co mpetencies to offer children the care and support they need. T hrough close collaboration with the team, parents are confident to make contact at any time to discuss their concerns or any de velopment in the care package. RI visits reassure us that childr en and young people are looked after in an atmosphere that m akes them feel safe and confident in the team's ability to suppo rt and protect them. The open and transparent atmosphere wit hin the service gives us confidence that safe care is provided w ith the ability to respond appropriately should issues/concerns arise.
	Supported Living - The consistency in the staffing team means staff have a good understanding of the needs of the individuals they support and can anticipate when reassessing the risk/furth er input is needed. Individuals and families are reassured that t hey're receiving support from staff who know them well. The su pport provided is flexible and individuals are given appropriate encouragement to undertake tasks independently in order to re spect their rights and promote their autonomy.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 235.40 31 March)

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

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

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

Staff Type

Eille die welven einsteinen te	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
	No
Does your service structure include roles of this type?	

Filled and vacant posts		
No. of staff in post	16	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed	
nduction	0	
Health & Safety	8	
Equality, Diversity & Human Rights	0	
Manual Handling	1	
Safeguarding	0	
Dementia	3	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 x staff member completed First Aid training	
Contractual Arrangements		
No. of permanent staff	16	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	16	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16	
No. of staff working towards the required/recommended qualification	0	
Senior social care workers providing direct care		

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	55
Safeguarding	42
Dementia	43
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x staff members attended Managing Medicati aining 50 x staff members attended First Aid training 17 x staff members attended Recording and Re ing training 6 x staff members attended i-Act training
Contractual Arrangements	
No. of permanent staff	287
No. of Fixed term contracted staff	4
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	37
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	254
No. of part-time staff (16 hours or under per week)	24
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	238
No. of staff working towards the required/recommended qualification	50
Other types of staff	

Serv	vice	Pro	file
OCI V	ICC	110	

Service Details

Name of Service

Service Telephone Number	01766772147
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?	45

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	 Questionnaires sent out every year to receive feedback. Receive feedback before any child/young person's stay in the Un it. The form asks for any feedback following the child/young perso n's previous stay. Consultation held by Y Bont external company. Consultation com missioned as required.

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?	6
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Area outside the unit featuring a play park, sensory garden and a block paving area for children to play on their bikes/scooters, out door instruments and water and sand activities.
Provide details of any other facilities to which the residents have access	All park/courts/yards/areas outside of Ysgol Hafod Lon, as well as use of accessible bikes on the school grounds.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS) Yes

Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
	Some children have unique electronic devices as a result of SALT assessment - use is encouraged while staying at Hafan y Sêr.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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.	During my RI visits, I check through our quality control processe s for solid evidence to 'satisfy' that the service is successfully lis tening to the voice of service users as well as gaining the views and input of their parents/carers on our care management. Thi s is fostered using various techniques that ensure our arrange ments comply with our Statement of Purpose and vision to provi de inclusive and person-centred care. There is evidence of con stant consultation with the children and their parents.
	We are satisfied that we manage to do the above by using staff skills, experience and strengths to listen, understand and learn as much as possible about the children's views and wishes duri ng their visits, and we tailor their care and support plans to mee t those diverse wellbeing needs.
	The plan is reviewed and updated between each stay by learni ng from the child's previous experience, consulting with parents and discussing any issues with the specialist team working arou nd the child. The team take time to discuss each child in regula r team meetings. The systems for recording, reporting and shar ing feedback work effectively and allow us to recognise the chil d's experiences and adapt the tailoring of our service to suit an y changes. As part of these arrangements, we record the oppor tunities that interest the children and how they benefit from part icipating. The training programme provided assists the service t o work naturally in a manner that meets the above requirement s.
	We work closely with the Training Department and team membe rs are provided with specialist training and qualifications to dev elop their competencies and expertise in the field. The opportu nities to train our staff in areas such as Operational Support, P CP and PBS are of central importance to the running of our ser vice. We continue to commission a voluntary company to compl ete independent visits and report their views on how effectively the service performs and complies with RISCA regulations. Visit s include regular consultation with the individuals involved in ru nning the service, including regular conversations with children and their families. The report contributes to our assessment of qualityand the requirements on me as RI in accordance with Re gulation 73.
	During my visits, I consult with children and observe how we suc ceed to respond to their needs and wishes. Next to the evidenc e noted above, this satisfies me that the service succeeds to pl ace children and families at the centre.

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.	Many of the points mentioned in the first statement above also apply to how we measure and ensure that our processes take i nto account the health, development and wellbeing of our indivi duals. It is ensured that all staff have the correct and up-to-date traini ng and competencies to offer the children receiving the service the care and support they need. The Statement of Purpose is c lear about the types of care needs we can meet, and which are beyond our expertise. This is carefully considered when receivi ng new referrals and/or as some children's needs change over the time they receive a service from us. We work closely with th e MDT when making decisions about each child's suitability to a ccess our service and careful co-planning is undertaken to ens ure satisfactory arrangements are in place to enable provision t o meet individual care plans. The service complies with Council policies, which lay the founda tion and guidance on the range of requirements and expectatio ns that come with ensuring the wellbeing and safety of individua ls in a regulated care organisation. The service accepts corpor ate support from numerous departments within the Council, e.g. Corporate Support, Housing and Property and Learning and D evelopment. This input enables us to effectively implement our
	 work systems and processes while facilitating our day-to-day w ork arrangements. The service's expertise in creating inclusive and personalised c are and support plans is of central importance to enabling us to assess, identify and meet each child's developmental needs ind ividually. During my RI visits, I have the opportunity to monitor a sample of files containing a number of documents that evidenc e the effectiveness of the service in meeting different aspects r elated to meeting these needs, e.g. health plans, medication m anagement and administration, manual handling, risk assessment and positive behaviour management and support plans. The files also contain evidence of how the provision uses person-ce ntred models to promote and develop children's wellbeing, intell igence and skills according to their needs. A voluntary company is commissioned to provide an independe nt overview of our provision of care and support. This process i s woven into our quality control arrangements, and I use the fe edback from these reports to inform my understanding of how c are provision is successfully supporting and promoting children and young people's health, wellbeing and development.

The extent to which people feel safe and protected from abuse and neglect.	The service has robust processes and procedures to ensure we offer a safe environment that protects children and young per ople from abuse and neglect. We fully comply with the requirements outlined in Regulations 26 and 27 of RISCA.
	All staff employed within the service are encouraged to read, un nderstand and accept Gwynedd Council's Safeguarding Policie s in addition to the Code of Professional Practice for workers in the social care field. The supervision and evaluation process is used to manipulate how these characteristics translate to prac- ce in their daily work and duties. It is also ensured through the e processes that staff understand and are encouraged to follo the Whistleblowing Policy if there is any suspicion that a co-wo- ker or manager is behaving inappropriately at work.
	All staff attend safeguarding training as part of their induction hase, and then refresh these regularly or as changes arise. W also place an emphasis on the characteristics that cause disal ed children and young people to be more vulnerable as a resu of their needs, and further training is provided around these a ditional considerations.
	It is outlined in our Statement of Purpose what action should be taken if there is any suspicion of abuse, and these are in line of the Department for Children and Supporting Families' proce- ures in general. The template for reporting incidents within the unit encourages staff to consider if any element of what is rep- ted require further consideration around safeguarding issues in how they should be responded to. There have been no pro- ection issues at the unit this past year. The Annual Quality rep- rt expands on how the service handles the safeguarding proce- s and operates within Safeguarding Procedures Wales and the Social Servicing and Well-being Act. (2014)
	I am satisfied by my regular visits as RI that the children and y ung people are looked after and supported in an atmosphere hat makes them feel safe and gives them confidence in the sta f that provide their care and support. All staff members are ex- erienced and display a high intelligence of the duties on them o protect and safeguard the welfare of all children. There is a ense that there is an open and transparent atmosphere within he service which gives me confidence as an RI that we are su- essfully and safely providing care with the ability to respond ap propriately should issues/concerns arise into the future
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal butcomes.	The unit is purpose-built for our provision, namely to offer over night care and support and to promote the well-being of the cl dren and young people referred to the service. The resulting ccommodation is appropriate to enable us to meet a wide rang of physical, practical and sensory needs.
	The building and its facilities are safe and comply with the nec ssary health and safety requirements. We work closely with ot er departments within the Council, e.g. Property, Health and S fety and Public Protection to receive guidance and support to nable us to comply with these requirements and our practical rangements are also scrutinised by them as they carry out var- ous checks and observations throughout the year.
	The building is held to a high standard of cleanliness and cost etic condition, and adequate funding is ensured to be allocate to the service for the maintenance purposes of the building ar to purchase resources and equipment as the need arises. Fur ding is also set to purchase equipment and material to suit wh is familiar or of interest/comfort to the children attending the u t, with the aim of helping them familiarise themselves to the en ronment and benefit from participating in activities of their own choosing. What will help them settle and feel at home is identitied in children's individual plans, and every effort is made to an ust the bedrooms etc to suit these individual preferences.
	The provision has benefited from grant funding to create impr vements and aquire additional equipment outside and inside t e unit. This added to the opportunities available for children a d young people to achieve some of their personal outcomes w hin the unit space itself.
	Funding is provided and the importanc e of providing children nd young people with numerous opportunities to participate in vents and activities in the community is promoted, as well as th e importance of undertaking various tasks and responsibilities with the aim of developing skills and promoting opportunities to gain independence and promote self-confidence.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 16.40 31 March)

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

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

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

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

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
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	No	
type?		
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	27	
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'.		
provided is only a sample of the training that may can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed	
provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed	
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provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 9 0 0 0	

Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 individuals received first aid training and 8 receiv ed note taking and reporting training.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	18
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
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 s	staff
All and the second seco	
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.	At least two Residential Workers on each shift duri g day and night cover. Increased staffing levels ab ove this will be arranged in accordance with the ne eds of individual and groups of children who are st aying in the unit during any shift. This is planned ir conjunction with the child or young person's Social Worker.
Staff Qualifications	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff who have the required qualification to be registered with Social Care Wales as a social	18 8
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	8
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	8
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	8 No
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type?	8 No
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type? Other types of staff Does your service structure include roles of this	8 No
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type? Other types of staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type?	8 No No Yes
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type? Cher types of staff Does your service structure include roles of this type? Cher types of staff	8 No No Yes

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 individual completed First Aid and Note Taki d Reporting training.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
	0

Service Profile

 Service Details

 Name of Service
 Hafod Mawddach

 Service Telephone Number
 01341280053

 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
 Image: Comparison of the service

vice Provision	
Reople Supported	
How many people in total did the service provide care and support to during the last financial year?	32

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with familiesB Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Residents can access the garden in front of the home. They can sit and watch what is happening around them.
Provide details of any other facilities to which the residents have access	We have a hairdressing room at the home. The home is split into five units and residents can access any are a they wish within the home.

Communicating with people who use the service

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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	Yes
List 'Other' forms of non-verbal communication used	Body language, gestures and the help of digital translation tools w ith residents from countries such as Ukraine

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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt i n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	'Residents' Meetings' are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Suggesti on Box). Another method used is questionnaires to gather the v iews of residents, families, professionals, commissioners, and st aff. The Advocacy Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.

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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi- vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see ev ents and activities with the local community restarting fully.
The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neg ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Quali ty of Care Review, the monitoring and governance arrangemen ts in place, our wide range of methods to engage and gather o pinions and RI visits.
	We seek to ensure that we have the right environment for our r esidents, which responds to their needs but also provides oppo rtunities to develop and achieve what is important to them in life . One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of m any of the rooms in a care home are communal spaces for all r esidents of the home.
	Efforts are made to ensure that maintenance issues are addres sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wit h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it mus t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

Staff Type

The total number of full time equivalent posts at the service (as at	27
31 March)	

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

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate s stated, the information added should be the p	
Filled and vacant posts	
No. of staff in post	1

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid
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
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 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	
	No
Does your service structure include roles of this type?	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Obilitadida / Frangemente	
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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.	Please see information provided in relation to care workers
Staff Qualifications	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spec stated, the information added should be the posit	ifically to this role type only. Unless otherwise ion as of the 31st March of the last financial ye
Filled and vacant posts	
No. of staff in post	27
	1
Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'.	nt training. The list of training categories have been undertaken. Any training not listed
Induction	0
	0
•	0
	0
	9
Safeguarding	3
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 members of staff attended first aid training
Contractual Arrangements	
No. of permanent staff	20
	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
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
	17
	0
Typical shift patterns in operation for employed st	aff

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.	Hafod Mawddach This Home employs approximately 33 staff. The current staffing structure for the home is as foll ows Hafod Mawddach (25 BED RESIDENTIAL) 4 staff covering a 12hour day 1 short shift in the morning 3 staff at night on awake duty Domestic cleans 7 days a week 2 staff in kitchen daily With the new development extra staff are included i n the rota, providing an extra: 2 staff covering a 12hour day 1 staff at night on wake Once open these staff will work within the Dementia unit, but in the interim, will support with vacant post s and supporting individuals within the residential p art of Hafod Mawddach The manager and assistant manager works 5 days		
	a week, 37 hours to best meet the needs of the ho me and individuals living there.		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15		
No. of staff working towards the required/recommended qualification	6		
Dorrestic staff Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
No. of staff in post	1		
No. of posts vacant	0		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	0		
Health & Safety	0		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	0		
Manual Handling	0		
Safeguarding	0		
Medicine management	0		
Dementia	0		
Positive Behaviour Management	0		
Food Hygiene	0		
Please outline any additional training undertaken pertinent to this role which is not outlined above.			

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

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

ice Details		
Name of Service	Llys Cadfan	
Service Telephone Number	01654710257	
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?	98	

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58	
The maximum weekly fee payable during the last financial year?	948.58	
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	1

Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with familiesB Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	33
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?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Secured garden Seating facilities Portable greenhouses
Provide details of any other facilities to which the residents have access	Hairdressing room. A day centre service is also available at the h ome.

Communicating with people who use the service

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

Statement of Compliance

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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.

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.	I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportunt ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six monihily basis through the Quality of Care Review, the monitoring ard governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.
	In particular it should be noted that our residents' care plans at e entirely personal to the individual, emphasizing what is impor- ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	'Residents' Meetings' are held in the home where there is an o portunity to listen to the ideas and opinions of our residents. T ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box (Sugges on Box). Another method used is questionnaires to gather the iews of residents, families, professionals, commissioners, and s aff. The Advocacy Service is also used as needed.
	The voice of our residents provides a basis for every aspect o daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going or whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resi ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. Thi statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care F eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support hey need in terms of these aspects.
	These aspects are fully considered through the individual's ca e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as nee ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that he staff at the home are competent, trained, and with the right kills to be able to support our residents. In line with the statement of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstance arise where that is not always possible. In those situations the ontact and input of the professional teams collaborating are at solutely key to ensuring that the health and wellbeing of the in- vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, but having seen the COVID restrictions ease over time, it's been a delight to see events and activities with the local community restarting fully.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	36
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• •	requires you to answer questions about each staff type training undertaken, the contractual arrangements in p	place and the qualifications of those staff.	
	ed should relate to the period during which the staff me	ember has been working for the provider only.	
ff Type	Service Manager		
	Does your service structure include roles of this type?	Yes	
	Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
	Filled and vacant posts		
	No. of staff in post	1	
	No. of posts vacant	0	
	Set out the number of staff who undertook releva provided is only a sample of the training that ma	undertaken during the last financial year for this role type. the number of staff who undertook relevant training. The list of training categories t is only a sample of the training that may have been undertaken. Any training not listed added to 'Please outline any additional training undertaken pertinent for this role which is ned above'.	
	Induction	0	
	Health & Safety	1	
	Equality, Diversity & Human Rights	0	
	Infection, prevention & control	0	
	Manual Handling	0	
	Safeguarding	1	
	Medicine management	0	
	Dementia	0	
	Positive Behaviour Management	0	
	Food Hygiene	0	
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid and fire safety	
	Contractual Arrangements		
	No. of permanent staff	1	
	No. of Fixed term contracted staff	0	
	No. of volunteers	0	
	No. of Agency/Bank staff	0	
	No. of Non-guaranteed hours contract (zero hours) staff	0	
	Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
	No. of full-time staff (35 hours or more per week)	1	
	No. of part-time staff (17-34 hours per week)	0	
	No. of part-time staff (16 hours or under per week)	0	
	Staff Qualifications		

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No. of staff in post	2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 2 0 0 2 2 0 0 2 2 staff members attended fire safety training
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that matcan be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 2 2 0 0 2 2 staff members attended fire safety training 2
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 1 0 0 0 0 2 0 0 0 2 2 0 0 2 2 0 0 2 2 0 0 0 2 2 0 0 0 2 2 1 0 0 0 0 0 2 2 0 0 0 0 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0

m contact staff by hours worked per week.		
Typical shift patterns in operation for employed staff		
ase see information provided for care workers.		
;		
ally to this role type only. Unless otherwise as of the 31st March of the last financial year.		
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'.		
staff members attended first aid training staff members attended fire safety training		

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	16
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.	Llys Cadfan This Home employs approximately 43 staff. The staffing structure at present comprises of 7 ca e staff during the day. 4 staff are on awake nights who cover both sides of the home. Within the dementia unit there is 4 members of staf during the day and 2 at night. On our residential si de there is 3 during the day and 2 at night 5 days a week there is a cleaner. 2 members of staff work in the kitchen daily. The manager works 5 days out of 7, hours vary ac ording to the need of the home.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	8
Domestic staff	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
	0
Infection, prevention & control	
Infection, prevention & control Manual Handling	0
	0 0
Manual Handling	
Manual Handling Safeguarding	0

Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	Staff member completed fire safety training 1 0 1 0 2
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 1 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 1 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	1 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
No. of Non-guaranteed hours contract (zero hours) staff	
staff	2
Outline below the number of permanent and fixe	
	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No. of staff in post	3
No. of posts vacant	
	0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 0 0 0 1 0 0

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per weel
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Plas Gwilym

Service Telephone Number	01286880442
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

How many people in total did the service provide care and support to during the last financial year?	43

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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	27
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?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Enclosed garden with raised flower beds and patio area Front seating area Path around the home
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use 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	Yes
List 'Other' forms of non-verbal communication used	Audio recordings, large print, body language and gestures

Statement of Compliance

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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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents.
	In line with the statement of purpose every effort is made to try to o support and care for individuals in response to a change in n eed, but circumstances arise where that is not always possible. In those situations the contact and input of the professional tea ms collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25.50

Service Manager	
Does your service structure include roles type?	e of this Yes
	n relate specifically to this role type only. Unless otherwise be the position as of the 31st March of the last financial
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
provided is only a sample of the train	inancial year for this role type. Prtook relevant training. The list of training categories ing that may have been undertaken. Any training not list additional training undertaken pertinent for this role whic
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training une pertinent to this role which is not outlined	dertaken Fire safety training above.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (z staff	ero hours) 0
Outline below the number of perman	ent and fixed term contact staff by hours worked per wee
No. of full-time staff (35 hours or more pe	er week) 1
No. of part-time staff (17-34 hours per w	eek) 0

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mat can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mat can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0 ar for this role type. an training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 0 0 0 2 0 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.	Please see information presented with regards to c are workers	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	33	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	6	
Safeguarding	13	
Medicine management	7	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	5 staff members attended first aid training 11 staff members attended fire safety training	
Contractual Arrangements		
No. of permanent staff	14	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
,	ļ	

No. of Non-guaranteed hours contract (zero hours) staff	19
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	13
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.	Plas Gwilym This home employs approximately 35 staff. Current staffing is as follows: Morning shift x4 staff Evening shift x4 staff Night shift x3 staff (We are awaiting confirmation for extra hours for the e homes) 5 days a week there is a cleaner. 2 members of staff work in the kitchen daily The manager works 5 days out of 7. Hours vary ac
Staff Qualifications	cording to the need of the home.
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the	1
	1
No. of staff working towards the	1
No. of staff working towards the	1
No. of staff working towards the required/recommended qualification	1 Yes
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate specified	Yes
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate specified	Yes crifically to this role type only. Unless otherwise
No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes crifically to this role type only. Unless otherwise
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	Yes ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	Yes ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year can be added to 'Please outline any additional to not outlined above'.	Yes crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction	Yes Provide the state of the s
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
No. of staff working towards the required/recommended qualification Dorestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Yes Provide the state of the s
No. of staff working towards the required/recommended qualification Dorrestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Yes crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	Yes
No. of staff working towards the required/recommended qualification Dorrestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Yes crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	Yes Previous a soft the strole type only. Unless otherwise ition as of the 31st March of the last financial year. 1 1 0 1 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended	1
qualification	
Catering staff	
Does your service structure include roles of this	Yes
stated, the information added should be the posi-	ition as of the 31st March of the last financial year.
stated, the information added should be the positive filled and vacant posts	ition as of the 31st March of the last financial year.
Filled and vacant posts	ition as of the 31st March of the last financial year.
Filled and vacant posts	4 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	4 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction	4 0 rr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction	4 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	4 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	4 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	4 0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	4 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	4 0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	4 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	4 0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that may can be added to 'Please outline any additional transition of utilined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	4 0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	4 0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0

No. of 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	d term contact staff by hours worked per we
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service Plas Hafan

Service Telephone Number	01758720671
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

How many people in total did the service provide care and support to during the last financial year?	36
es Charged	
The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
If you wish to add further detail or comment regarding the scale of charges please do so below	

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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	30
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?	4
How many communal lounges at the service?	6
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	2 gardens and patio areas Residents are able to walk around the home via paths provided
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

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

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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt in n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi- vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

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

Number of posts and staff turnover

31 March)	The total number of full time equivalent posts at the service (as at 31 March)	30
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	he training undertaken, the contractual arrangements in tered should relate to the period during which the staff me	
f Туре	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Attended first aid and i-Act training
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	0
	Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
	No. of full-time staff (35 hours or more per week)	1
	No. of part-time staff (17-34 hours per week)	0
	No. of part-time staff (16 hours or under per week)	0
	Staff Qualifications	

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 1 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 0 1 0 1 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.	Please see information provided for care workers	
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.		
No. of staff is next	30	
No. of staff in post No. of posts vacant	1	
	[·	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	8	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	8 staff members completed first aid training	
Contractual Arrangements		
No. of permanent staff	22	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
~ <i>.</i>	L	

staff	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	12
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.	This home employs approximately 34 staff. There is one vacant 21 hour role and a 37 hour role e will soon be vacant. The staffing structure at present comprises of 5 ca e staff during the morning shift, and 5 care staff du ing the evening shift. Shifts 7:30-3pm and 1:30-10pm. 4 staff are on awake nights. Shifts 10pm - 7:45am 4 days a week there is a cleaner. 2 members of staff work in the kitchen daily The manager works 5 days out of 7, hours vary ac ording to the need of the homes.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	3
Domestic staff	Voc
Does your service structure include roles of this	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spo	
Does your service structure include roles of this type?	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spistated, the information added should be the post	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spi stated, the information added should be the pos Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spontated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that matures	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate sportstated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that matican be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spistated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. arant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spistated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional te	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
Does your service structure include roles of this type? Important: All questions in this section relate spi- stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Does your service structure include roles of this type? Important: All questions in this section relate spi- stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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Does your service structure include roles of this type? Important: All questions in this section relate spi- stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 0 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	0	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	2	
No. of staff working toward required/recommended	0	
qualification		
Ortering staff		
Catering staff		
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
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No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per w
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	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional	No

Service Details

Name of Service Plas Hedd

Service Telephone Number	01248351827
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

How many people in total did the service provide care and support to during the last financial year?	30
ves Charged	
The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
If you wish to add further detail or comment regarding the scale of charges please do so below	

Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	28
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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	One outside area for the Aber Dementia Unit, one outside area fo r Penmon Dementia Unit & one outside area for residential side
Provide details of any other facilities to which the residents have access	Hairdressing room. A day centre service is also available within th e home.

Communicating with people who use the service

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

Statement of Compliance

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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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt in n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi- vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

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	28.60
31 March)	

	equires you to answer questions about each staff type training undertaken, the contractual arrangements in p	
The information entere	ed should relate to the period during which the staff me	ember 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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	0
	Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
	No. of full-time staff (35 hours or more per week)	1
	No. of part-time staff (17-34 hours per week)	0
	No. of part-time staff (16 hours or under per week)	0
	Staff Qualifications	

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

qualification to be registered with Social Care Wales as a Service Manager	
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
Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	1
INO. OF STATE TO POST	
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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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.	Please see information presented in relation to car e workers	
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	37	
No. of posts vacant	3	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	8	
Safeguarding	1	
Medicine management	2	
Dementia	4	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	18 staff members completed fire safety training	
Contractual Arrangements		
No. of permanent staff	28	
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	9
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	5
Typical shift patterns in operation for employed s	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.	Plas Hedd The home employs approximately 36 members of a aff and 11 casuals The staffing structure at present comprises of 5 ca e staff during the morning shift, and 5 care staff during the evening shift. (We are awaiting confirmatio on additional hours for the homes.) Three members of staff work nights. In the Demen a homes, three members of staff work overnight. There is a cleaner five days a week. Two members of staff work in the kitchen every da The manager works five days out of seven, and the hours vary according to the needs of the home.
Staff Qualifications	<u>.</u>
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
stated, the information added should be the posi	
stated, the information added should be the posi	ition as of the 31st March of the last financial year.
stated, the information added should be the posi Filled and vacant posts No. of staff in post	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	0	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required /recommended	0	
qualification		
	Yes cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise	
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Does your service structure include roles of this type? Important: All questions in this section relate spee stated, the information added should be the positive Behaviour Management Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevation provided is only a sample of the training that marked can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 3 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service

Plas Maesincla

Service Telephone Number	01286672507
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?	32	
Fees Charged		
The minimum weekly fee neverable during the last financial year?	049.59	

The minimum weekly fee payable during the last financial year?	948.58	
The maximum weekly fee payable during the last financial year?	948.58	
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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Patio area to rear with garden benches Grassy area with shrubs and trees
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

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

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.

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt in n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi- vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

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)	27
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Service Manager	
Does your service structure include r type?	oles of this Yes
	ction relate specifically to this role type only. Unless otherwis buld be the position as of the 31st March of the last financial
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who uprovided is only a sample of the	ast financial year for this role type. Indertook relevant training. The list of training categories raining that may have been undertaken. Any training not lis any additional training undertaken pertinent for this role whic
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training pertinent to this role which is not out	
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 staff	t (zero hours) 0
Outline below the number of per	nanent and fixed term contact staff by hours worked per wee
No. of full-time staff (35 hours or mor	e per week) 1
No. of part-time staff (17-34 hours pe	er week) 0
	der per week) 0

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

qualification to be registered with Social Care Wales as a Service Manager	
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
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
	1
No. of staff in nost	2
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that matcan be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff No. of permanent staff	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 1 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 0 1 0 2 0 2 0 2 0 2 0

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Please see information presented in relation to car e workers	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	32	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	12	
Safeguarding	8	
Medicine management	0	
Dementia	5	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	7 staff members completed first aid training 11 staff members completed fire safety training	
Contractual Arrangements		
No. of permanent staff	17	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

staff	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	15
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.	Plas Maesincla This Home employs approximately 34 staff. The staffing structure at present comprises of 5 ca e staff during the morning shift, and 5 care staff during the evening shift. 3 staff members are on awake nights. There is a cleaner 5 days a week. 2 members of staff work in the kitchen daily. The manager works 5 days out of 7, hours vary ac ording to the needs of the home.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	1
	Yes
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos	
type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spestated, the information added should be the post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ecifically to this role type only. Unless otherwise bition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	2 0 ar for this role type. ant training. The list of training categories hy have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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type?	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories ny have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0
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type? Important: All questions in this section relate spectrates stated, the information added should be the post stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ecifically to this role type only. Unless otherwise ecifically to this role 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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type?	ecifically to this role type only. Unless otherwise ecifically to this role 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
type?	ecifically to this role type only. Unless otherwise ecifically to this role 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0

Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	1	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours)	0	
staff		
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required/recommended qualification	0	
Catering staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
stated, the information added should be the posi		
stated, the information added should be the posi Filled and vacant posts	ition as of the 31st March of the last financial year.	
stated, the information added should be the posi Filled and vacant posts No. of staff in post	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
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No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

ice Details		
Name of Service	Plas Ogwen	
Service Telephone Number	01248600752	
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?	25	

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58	
The maximum weekly fee payable during the last financial year?	948.58	
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	1

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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	27
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?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	There is a garden in front and behind the building, with many spot s to sit outside.
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

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

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.

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.	I am confident that the voices of our residents are heard, that they have a choice in their care and support, and that opportun ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring ard governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.	
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt in n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.	
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.	
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.	
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.	
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi- vidual is central and prioritised.	
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.	

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.	
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.	
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.	
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.	
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.	
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.	
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.	
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.	

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25
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Service Manager	
Does your service structure include type?	roles of this Yes
	ection relate specifically to this role type only. Unless otherw hould be the position as of the 31st March of the last financia
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who provided is only a sample of the	last financial year for this role type. undertook relevant training. The list of training categories training that may have been undertaken. Any training not any additional training undertaken pertinent for this role w
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training pertinent to this role which is not out	
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 contrastaff	act (zero hours) 0
Outline below the number of per	manent and fixed term contact staff by hours worked per w
No. of full-time staff (35 hours or mo	re per week) 1
No. of part-time staff (17-34 hours p	er week) 0

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	1
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that matcan be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 staff members completed fire safety training
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that matcan be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff No. of permanent staff	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 staff members completed fire safety training
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 arr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 0 0 2 staff members completed fire safety training 2 0

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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.	Please see information presented in relation to car e workers
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	24
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	14
Safeguarding	5
Medicine management	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	5 staff members completed first aid training 23 staff members completed fire safety training
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	Plas Ogwen The Home employs approximately 21 members of ull-time staff and 9 members of casual staff. The staffing structure currently comprises of four are staff during the morning shift, as well as four of re staff during the night shift. (We have received a ditional hours in the home, and as a result of this ave received two full-time staff members for the ho- mes.) Three members of staff work overnight. In the Der entia home, four members of staff work overnight. There is a cleaner 5 days a week. 2 members of staff work in the kitchen every day. The manager works 5 days out of 7, and the hour vary according to the home.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the posi Filled and vacant posts	
stated, the information added should be the posi Filled and vacant posts No. of staff in post	ition as of the 31st March of the last financial year.
stated, the information added should be the posi	1 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
stated, the information added should be the posite Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that many can be added to 'Please outline any additional training undertaken's	1 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
stated, the information added should be the posite Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'.	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that many can be added to 'Please outline any additional transitional transtransitrevee transitional transitional transitional t	1 0 ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transitional transiteree transind transiteree transitional transitional transitional	1 0 ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 0 ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that many can be added to 'Please outline any additional training undertaken's	1 0 ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0

No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 1 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0	hours worked per week.
No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 1 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	hours worked per week.
No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 No. of staff who have the required qualification 1 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff Ves Does your service structure include roles of this type? Yes	hours worked per week.
No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	hours worked per week.
No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 No. of staff Qualifications 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended 0 qualifications 0 Catering staff Ves Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	hours worked per week.
No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by 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 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended 0 Qualifications 2 Catering staff 2 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	hours worked per week.
staff Outline below the number of permanent and fixed term contact staff by 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 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended 0 qualification 0 Catering staff Ves Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	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 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	hours worked per week.
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 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	
No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 0 No. of staff who have the required qualification 1 No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	
Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type	
No. of staff who have the required qualification 1 No. of staff working toward required/recommended 0 qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	
No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	
No. of staff working toward required/recommended qualification 0 Catering staff 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to this role type	
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type	
Does your service structure include roles of this Yes type? Important: All questions in this section relate specifically to this role type	
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 provided is only a sample of the training that may have been undertake can be added to 'Please outline any additional training undertaken per not outlined above'.	en. Any training not listed
Induction 0	
Health & Safety 0	
Equality, Diversity & Human Rights 0	
Infection, prevention & control 0	
Manual Handling 0	
Safeguarding 0	
Safeguarding 0 Medicine management 0	
Medicine management 0	
Medicine management 0 Dementia 0	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Plas Pengwaith

Service Telephone Number	01286870360
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?	64	
Fees Charged		

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints	
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Complaints	
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home
	The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Sitting area in front of the building. Sun room. Enclosed garden to the side of the building with shrubs, greenhou se and herb garden. Access all the way around the home.
Provide details of any other facilities to which the residents have access	Hairdressing room

Communicating with people who use the service

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

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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt i n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	Residents' Meetings are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support t hey need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the indi
	vidual is central and prioritised. The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	22.40
31 March)	

Service Manager		
Does your service structure in type?	clude roles of this	Yes
		cifically to this role type only. Unless otherwis tion as of the 31st March of the last financial
Filled and vacant posts		
No. of staff in post		1
No. of posts vacant		0
provided is only a sample	ff who undertook releva of the training that may	r for this role type. ant training. The list of training categories y have been undertaken. Any training not lis aining undertaken pertinent for this role whic
Induction		0
Health & Safety		0
Equality, Diversity & Human R	iahts	0
Infection, prevention & control		0
Manual Handling		0
Safeguarding		0
Medicine management		0
Dementia		0
Positive Behaviour Manageme	ent	0
Food Hygiene		0
Please outline any additional pertinent to this role which is r	training undertaken not outlined above.	
Contractual Arrangements	3	
No. of permanent staff		1
No. of Fixed term contracted s	staff	0
No. of volunteers		0
No. of Agency/Bank staff		0
No. of Non-guaranteed hours staff	contract (zero hours)	0
Outline below the number	of permanent and fixed	d term contact staff by hours worked per wee
No. of full-time staff (35 hours	or more per week)	1
No. of part-time staff (17-34 h	ours per week)	0

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No. of staff in post	0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
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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. Please se workers Staff Qualifications 0 Staff Qualifications 0 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification 0 Other social care workers providing direct care 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to t stated, the information added should be the position as of t stated, the information added should be the position as of t No. of staff in post 28 No. of posts vacant 1 Training undertaken during the last financial year for this recare be added to 'Please outline any additional training provided is only a sample of the training that may have bee can be added to 'Please outline any additional training undertaken during the last financial year for this recare be added to 'Please outline any additional training undertaken during that may have bee can be added to 'Please outline any additional training undertaken during that may have bee can be added to 'Please outline any additional training undertaken during that May have bee can be added to 'Please outline any additional training undertaken during that any have bee can be added to 'Please outline any add	e type. The list of training categories o undertaken. Any training not listed
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification 0 Other social care workers providing direct care 0 Does your service structure include roles of this type? Yes Important: All questions in this section relate specifically to t stated, the information added should be the position as of t Filled and vacant posts 28 No. of staff in post 28 No. of posts vacant 1 Training undertaken during the last financial year for this role added to 'Please outline any additional training under tooke'. 0 Induction 0 Health & Safety 0 Induction, prevention & control 0	e type. The list of training categories o undertaken. Any training not listed
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Set out the number of staff who undertook relevant training provided is only a sample of the training that may have bee can be added to 'Please outline any additional training under not outlined above'. Induction 0 Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control 0	The list of training categories undertaken. Any training not listed
Equality, Diversity & Human Rights 0 Infection, prevention & control 0	
Infection, prevention & control 0	
Manual Handling 7	
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Safeguarding 1	
Medicine management 5	
Dementia 3	
Positive Behaviour Management 0	
Food Hygiene 0	
	nbers completed first aid training embers completed fire safety training
Contractual Arrangements	
No. of permanent staff 18	
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) 10 staff	
Outline below the number of permanent and fixed term cont	
	act staff by hours worked per week.

No. of part-time staff (17-34 hours per week)	
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.	Plas Pengwaith The home employs approximately 32 staff. The staffing structure currently comprises of 4 care staff during the morning shift, and 3 care staff durin g the night shift. 3 members of staff work overnight. In the Dementia homes, 4 members of staff work overnight. There is a cleaner 5 days a week. 2 members of staff work in the kitchen every day. The manager works 5 days out of 7, and the hours vary according to the needs of the home.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
	sition as of the 31st March of the last financial year.
Filled and vacant posts	
	4
Filled and vacant posts No. of staff in post No. of posts vacant	
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	4 0 ar for this role type.
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.	4 0 ar for this role type. /ant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 0 0
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional	4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	4 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
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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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	
Training undertaken during the last financial years Set out the number of staff who undertook relevant	ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma	ar for this role type.
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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
No. of staff who have the required qualification	0
Staff Qualifications	0
No. of staff working toward required/recommended	0
Qualification Other types of staff	
Does your service structure include any additional	No
role types other than those already listed?	

Service Profile

Name of Service	Plas Y Don	
Service Telephone Number	01758612123	
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?	34	

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	The views and feedback of our residents are absolutely key to ide ntifying what needs improvement, and absolutely core to the arra ngements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and differ ent modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods w ere used:
	Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, profession als, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Patio area Allotment garden Footpath around the home
Provide details of any other facilities to which the residents have access	Hairdressing room. The home also provides a day centre service.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence that is presented on a six mont hly basis through the Quality of Care Review, the monitoring an d governance arrangements in place, our wide range of metho ds to engage and gather opinions and the Responsible Individu al's visits.
	In particular it should be noted that our residents' care plans ar e entirely personal to the individual, emphasizing what is import ant to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed t o ensure that they continue to reflect the individual's voice, wan ts and needs. The opportunity is also taken to learn and adapt i n response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.
	'Residents' Meetings' are held in the home where there is an op portunity to listen to the ideas and opinions of our residents. Th ey are also offered opportunities to suggest ideas / feedback in dividually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocac y Service is also used as needed.
	The voice of our residents provides a basis for every aspect of daily home life, but it is also core in developing the service and providing new opportunities. The diversity of activities going on, whether specific events or part of daily home life, is a reflection of this. Choice is something that is naturally offered to our resid ents all the time, whether that's a meal choice or the type of per sonal care they wish to receive.
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.	I am confident that the residents of the home are supported to maintain their health, development, and overall well-being. This statement is made on the basis of the information and evidence presented on a six-monthly basis through the Quality of Care R eview, the monitoring and governance arrangements in place, our wide range of methods to engage and gather opinions and the RI visits. Hearing the voice and opinions of our residents in a variety of ways is key to increasing our understanding of how happy people are, and whether they are receiving the support they need in terms of these aspects.
	These aspects are fully considered through the individual's car e plan, whether detailing the medication needed, the benefit th ey get from exercise or their specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is key to ensuring that the service can adapt as need ed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that t he staff at the home are competent, trained, and with the right s kills to be able to support our residents. In line with the stateme nt of purpose every effort is made to try to support and care for individuals in response to a change in need, but circumstances arise where that is not always possible. In those situations the c ontact and input of the professional teams collaborating are ab solutely key to ensuring that the health and wellbeing of the ind vidual is central and prioritised.
	The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the oppor unity arises, are done closely with the local community.

The extent to which people feel safe and protected from abuse and neglect.	I'm confident that our residents feel safe and protected from ab use and neglect. This statement is made on the basis of the inf ormation and evidence that is presented on a six monthly basis through the Quality of Care Review, the monitoring and govern ance arrangements in place, our wide range of methods to eng age and gather opinions and the Responsible Individual's visits.
	There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and negl ect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk as sessments, appointment and induction of new staff, SCW regist ration, investigation of complaints, constant supervision, appro priate training and understanding of policies such as 'safeguar ding' and 'whistleblowing' are absolutely key.
	These aspects, as well as a number of other matters that provi de a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regu- larly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environ mental Health, Health and Safety and CIW Audits. The feedbac k received and any matter relating to individual protection is tre ated as a priority and properly addressed by the Registered Ma nager, and as necessary, the Area Manager and RI.
	It should be noted that service staff are aware of the code of pr ofessional practice and their commitment to promoting the indiv dual's wellbeing, voice and control in supporting them to stay s afe. They have also received training including dignity and resp ecting equality and diversity.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I'm confident that our residents live in a home that maintains th eir well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evid ence that is presented on a six monthly basis through the Qual ty of Care Review, the monitoring and governance arrangement ts in place, our wide range of methods to engage and gather of pinions and RI visits.
	We seek to ensure that we have the right environment for our residents, which responds to their needs but also provides opportunities to develop and achieve what is important to them in life. One must be mindful as to the individual's specific wants and needs, while at the same time being aware that the nature of many of the rooms in a care home are communal spaces for all residents of the home.
	Efforts are made to ensure that maintenance issues are address sed in a timely manner and that the décor is not dated, while al so trying to ensure that new work fits in with the rest of the hom e. In relation to building issues, arrangements are in place to hi ghlight any deficiencies or issues that need to be addressed wi h the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed during the Responsible Individual's visits.
	Ensuring consistency and stability in staffing goes a long way to wards the ideal environment needed in a Care Home, but it must t be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an ade quate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sough t to be provided, the active Welsh language offer and increases the costs of running the home.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25
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Service Manager				
Does your service structure includ type?	le roles of this Yes			
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial y			
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 list can be added to 'Please outline any additional training undertaken pertinent for this role whic not outlined above'.				
Induction	0			
Health & Safety	1			
Equality, Diversity & Human Rights	s 0			
Infection, prevention & control	0			
Manual Handling	0			
Safeguarding	0			
Medicine management	1			
Dementia	0			
Positive Behaviour Management	0			
Food Hygiene	0			
Please outline any additional train pertinent to this role which is not c				
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 cont staff	tract (zero hours) 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 n	nore per week) 1			
No. of part-time staff (17-34 hours	per week) 0			

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

qualification to be registered with Social Care Wales as a Service Manager	
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 spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	-
No. of staff in post	0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 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.	Please see information provided in relation to care workers
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
· · · · ·	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	27
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Set out the number of staff who undertook relevant provided is only a sample of the training that mat can be added to 'Please outline any additional to	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed 'aining undertaken pertinent for this role which is 0 0 0 0 0 0 0
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Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed 'aining undertaken pertinent for this role which is 0 0 0 0 0 0 1 6 9 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 6 9 5 0
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 1 6 9 5 5 0 0 0 5 5 5 0 0 5 5 5 5 0 0 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 1 1 6 9 5 5 0 0 0 5 5 5 0 0 5 5 5 5 0 0 5
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional train not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 1 1 6 9 5 0 0 0 5 5 0 0 0 5 5 5 0 0 0 5 5 5 0 0 0 5 5 5 0 0 0 5 5 5 0 0 0 0 5 5 5 0
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 6 9 5 0 0 1 6 9 5 0 0 2 5 0 18
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 1 6 9 5 0 0 5 0 0 1 5 0 0 1 18 1
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 1 6 9 5 0 0 5 0 0 1 6 9 5 0 0 1 1 1 18 1 0
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 1 6 9 5 0 0 0 5 0 0 1 6 9 5 0 0 1 6 9 5 0 0 1 1 0 0 18 1 0 0 8

No. of a set time shoff (47.04 because a success)	44
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	Plas y Don The Home employs approximately 32 staff. The staffing structure currently comprises of 4 care staff during the day shift. 3 members of staff work nights. There is a cleaner 5 days a week. Two members of staff work in the kitchen every day The manager works 5 days out of 7, and the hours vary according to the needs of the home.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that man can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	
Positive Behaviour Management	0
FOOD EVOLENCE	0
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Please outline any additional training undertaken	0 0 One staff member completed first aid training
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 One staff member completed first aid training
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 One staff member completed first aid training One staff member completed fire safety training
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 0 One staff member completed first aid training One staff member completed fire safety training 1

	<u>.</u>
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	•
No. of staff who have the required qualification	0
No. of staff working toward required/recommended	0
qualification	С С
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 staff members completed fire safety training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff Does your service structure include any additional	No
role types other than those already listed?	

Service Profile

Service Details

Name of Service	Tan Y Marian
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Service Telephone Number	01758613810
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

Reople Supported	
How many people in total did the service provide care and support to during the last financial year?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58	
The maximum weekly fee payable during the last financial year?	948.58	
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

service about the operation of the service during the last financial	,
year?	Advocacy available and promoted
	We work closely with the Learning Disability multi-disciplinary and
	nursing teams
	We hold regular discussions with families

Service Environment

How many bedrooms at the service are single rooms?	9
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?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Patio leading outside from the sun room. Paths around the garde n. Seating areas around the building
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

ł	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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence being presented through the Q uality of Care Review, the monitoring and governance arrange ments in place, our wide range of methods to engage and gath er the views and visits of the RI, Area Managers and profession al health and care staff.
		The majority of Tan y Marian's residents are individuals with co mplex and highly intensive care needs. The staff know them ver y well and use specialist communication skills, careful observati on and follow active support schemes to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspect of the home's servic e provision that affects them.
		In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain individual s' views and to check their preferences. Emphasis is placed on getting to know the needs and wishes of the individuals to ensu re that the views of the individuals are central to the planning to meet their care and well-being needs.

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.	I am confident that the residents of the home are happy and ar e supported to maintain their health, development, and overall well-being. This statement is made on the basis of the informati on and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and car e staff.
	Hearing the voice and opinions of our residents in a variety of w ays is key to increasing our understanding of how happy peopl e are, and if they are receiving the support they need. The maj ority of individuals living in Tan y Marian receive 1:1 support an d are encouraged to take part in activities of their choice includi ng joining the various opportunities available through Llwybrau Llesiant - the county wellbeing service for learning disability in Gwynedd. Significant emphasis is placed on working closely wit h the individuals' family as well as the Social Work Team and o ur colleagues in the Health Service. Tan y Marian has a history and evidence of working in partnership with relevant agencies f or the benefit of the individuals supported.
	Working arrangements in the home and this effective collaborat ion help to ensure prompt access to medical appointments with every effort made to refer on to the GP and to the specialist lear rning disability services including the health team if required. W thin the home, every effort is made to plan opportunities and ac tivities around the "bespoke" aspirations of the individuals with some attending various day opportunities at Y Gwystl or activiti es with the support of the staff.
	Over the past few months, the home has collaborated effectivel y with Llwybrau Llesiant. Individuals have opportunities to exper ience new activities and benefit from socialising locally in the P wilheli area and more widely while attending the events and activities
The extent to which people feel safe and protected from abuse and neglect.	I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the ir formation and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the vie ws and visits of the RI, Area Managers and professional health and care staff.
	There is a happy and comfortable atmosphere in Tan y Marian That is key to the well-being and safety of residents. Consisten and suitable support is provided by staff to promote the physica I and emotional well-being of the residents. Through constant of bservation and efforts to communicate effectively with the indivi- duals and their families there can be a high level of confidence that individuals feel safe at home. There is a culture of dynamic risk assessment and positive risk assessment within the home a nd this provides a solid basis to ensure the safety of individuals in various situations.
	The home promotes contact between individuals and their fami es by working in partnership. There is close collaboration betwe en Tan y Marian and the Learning Disability Team. The manag er and staff identify any need for a specialist service e.g. OT, H ealth assessment and work effectively as part of a multi-discipli nary team to optimise staff skills to create a safe and comfortat le environment for residents. As residents get older, their healt h needs can be more complex. Staff are dedicated and caring a nd are experienced in supporting individuals who have spent lo ng periods of time in hospital. They re-assess risks and suppor and optimise staff skills so that they can be ensured a safe and comfortable environment after returning to the home.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I am confident that our residents live in a home that maintains t heir well-being and helps them achieve their personal outcome s. This statement is made on the basis of the information and e vidence presented through the Quality of Care Reviews, the mo nitoring and governance arrangements in place, our wide rang e of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.
	The home is committed to working with individuals to promote th eir independence and staff are trained to pay appropriate atten tion to that and to adopt the right mindset in supporting them. O ver the past year, the service has supported one individual to p rogress to live in a house with support in the community. Staff w ork towards developing and maintaining individuals' independe nce skills and enable them to do as much as possible for thems elves in the home and in their activities outside the home. Ther e is a comfortable and pleasant atmosphere in the home with re sidents included in all activities that take up space. The staff te am benefits from the support and expertise of a complex and int ensive needs team (active support) to develop an individual act ive support plan for individuals.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 20.20 31 March)

f Type	Service Manager	
	Does your service structure include roles of th type?	is Yes
		te specifically to this role type only. Unless otherwise e position as of the 31st March of the last financial yea
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	provided is only a sample of the training th	al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	0

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

Positive Behaviour Management	0
	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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 spectrum stated, the information added should be the position	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	3

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 individual received First Aid training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	
	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Please see the information provided in relation to are workers.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Ourier social care workers providing uneor care	Yes
Does your service structure include roles of this type?	res

· · · · · · · · · · · · · · · · · · ·	23
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	7
	6
Medicine management Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken	4 individuals received First Aid training.
pertinent to this role which is not outlined above.	4 individuals received First Ald training.
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
	9
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	9
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	9 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	9 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	9 d term contact staff by hours worked per week. 3 9 2
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	9 9 d term contact staff by hours worked per week. 3 9 2 staff There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15p m. The afternoon shift starts at 3pm ensuring staff have time to share information. The afternoon shift is a 7 hour shift until 10pm with 3 or 4 care workers on this shift.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed as 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	9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed as 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	9 9 d term contact staff by hours worked per week. 3 9 2 staff There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15p m. The afternoon shift starts at 3pm ensuring staff have time to share information. The afternoon shift is a 7 hour shift until 10pm with 3 or 4 care workers on this shift. During night time hours (9.45pm-7.30am) there will be two awake members of staff with the support of one member of staff daily (one full t ime and one part time) and a domestic assistant we
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed st Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	9 9 d term contact staff by hours worked per week. 3 9 2 staff There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15p m. The afternoon shift starts at 3pm ensuring staff have time to share information. The afternoon shift is a 7 hour shift until 10pm with 3 or 4 care workers on this shift. During night time hours (9.45pm-7.30am) there wil be two awake members of staff with the support of one member of staff daily (one full t ime and one part time) and a domestic assistant w

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

No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ant training. The list of training category have been undertaken. Any training
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Other types of staff	

Service Profile

Service Details

Name of Service	Y Frondeg

Service Telephone Number	01286674888
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

F	eople Supported		
	How many people in total did the service provide care and support to during the last financial year?	12	

Fees Charged

The minimum weekly fee payable during the last financial year?	948.58
The maximum weekly fee payable during the last financial year?	948.58
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?	Discussing and making arrangements with users with the capacity to communicate their ideas.

Service Environment

How many bedrooms at the service are single rooms?	11
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?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have	Patio
access	Large garden
	2 swings in the back
Provide details of any other facilities to which the residents have access	There is a part of the building seperate from the home available t o users. In this part of the building, there is a cooking room, arts a nd crafts room and a pamper room.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of a CIW have published <u>guidance</u> on completing the quality of a within the statement of compliance. Set out your statement of compliance in respect to the four	care review which provides advice on what could be contained
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.	I am confident that the voices of our residents are heard, that t hey have a choice in their care and support, and that opportuni ties are available to them. This statement is made on the basis of the information and evidence being presented through the Q uality of Care Review, the monitoring and governance arrange ments in place, our wide range of methods to engage and gath er views and the visits of the RI, Area Managers and profession al health and care staff. The majority of Frondeg residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation an d follow active support to create an environment and provide o poportunities where individuals are encouraged to make choices and participate in all aspect of the home's service provision that affects them. In addition, every effort is made to communicate e ffectively with families to obtain their input and support to ascert ain individuals' views and to check their preferences. Emphasis is placed on getting to know the needs and wishes of the individuals to ensure that the views of the individuals are ce ntral to the planning to meet their care and well-being needs.

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.	I am confident that the residents of the home are happy and ar e supported to maintain their health, development, and overall well-being. This statement is made on the basis of the informati on and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and car e staff.
	Hearing the voice and opinions of our residents in a variety of w ays is key to increasing our understanding of how happy peopl e are, and whether they are receiving the support they need.
	The majority of individuals living in Frondeg receive 1:1 support and are encouraged to take part in activities of their choice incl uding joining the various opportunities available through Llwybr au Llesiant – the county wellbeing service for learning disability services in Gwynedd. Significant emphasis is placed on working closely with the individuals' family as well as the Social Work Te am and our colleagues in the Health Service. Y Frondeg has a history and evidence of working in partnership with relevant ag encies for the benefit of the individuals supported. Working arr angements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effor t made to refer on to the GP and to the specialist learning disab ility services including the health team if required.
	Within the home, every effort is made to plan opportunities and activities around the "bespoke" aspirations of the individuals wit h some attending various day opportunities or activities with the support of the staff. Over the past few months the home has col laborated effectively with Llwybrau Llesiant. Individuals have op portunities to experience new activities and benefit from socialis ing locally in the Caernarfon area and more widely while attendi ng the events and activities.
The extent to which people feel safe and protected from abuse and neglect.	I am confident that our residents feel safe and protected from a buse and neglect. This statement is made on the basis of the in formation and evidence being presented through the Quality of Care Review, the monitoring and governance arrangements in place, our wide range of methods to engage and gather the vie ws and visits of the RI, Area Managers and professional health and care staff.
	There is a happy and comfortable atmosphere at Y Frondeg. T hat is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physica I and emotional well-being of the residents. Through constant o bservation and efforts to communicate effectively with the indivi duals and their families, there can be a high level of confidence that individuals feel safe at home. There is a culture of dynamic risk assessment and positive risk assessment within the home a nd this provides a solid basis to ensure the safety of individuals in various situations.
	The home promotes contact between individuals and their famili es by working in partnership. There is close collaboration betwe en Frondeg and the Learning Disability Team. The manager an d staff identify any need for a specialist service e.g. OT, Health assessment and work effectively as part of a multi-disciplinary t eam to optimise staff skills to create a safe and comfortable env ironment for residents. As residents get older, their health need s can be more complex. Staff are dedicated and caring and are experienced in supporting individuals who have spent long peri ods of time in hospital. They re-assess risks and support and o ptimise staff skills so that they can be ensured a safe and comf ortable environment after returning to the home.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	I am confident that our residents live in a home that maintains t heir well-being and helps them achieve their personal outcome s. This statement is made on the basis of the information and e vidence being presented through the Quality of Care Review, t he monitoring and governance arrangements in place, our wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.
	The home is committed to working with individuals to promote th eir independence and staff are trained to pay appropriate atten tion to that and to adopt the right mindset in supporting them. O ver the past year, the service has supported one individual to p rogress to live in a house with support in the community. Staff w ork towards developing and maintaining individuals' independe nce skills and enable them to do as much as possible for thems elves in the home and in their activities outside the home. Ther e is a comfortable and pleasant atmosphere in the home with re sidents included in all activities that take up space. The staff te am benefits from the support and expertise of a complex and int ensive needs team (active support) to develop an individual act ive support plan for individuals.

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

Number of posts and staff turnover

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The total number of full time equivalent posts at the service (as at 23.00 31 March)

requires you to answer questions about each staff typ training undertaken, the contractual arrangements in	
red should relate to the period during which the staff m	nember has been working for the provider only.
Service Manager	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
	training undertaken, the contractual arrangements in red should relate to the period during which the staff m Service Manager Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yee Set out the number of staff who undertook relep provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights

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

	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other surger ison staff	
Other supervisory staff	
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type?	
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses	No
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type?	
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this	No
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type?	No No Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type?	No No Yes
Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	No No Yes cifically to this role type only. Unless otherwise

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'.

not outlined above .	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 individual received First Aid training.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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.	Please see the information provided in relation to are workers.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	

No. of staff in post	33
No. of posts vacant	2
	51
not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	14
Medicine management	10
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	5 individuals received First Aid training.
Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
o ,	0
No. of Non-guaranteed hours contract (zero hours) staff	15
No. of Non-guaranteed hours contract (zero hours)	15
No. of Non-guaranteed hours contract (zero hours) staff	15
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	15 d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	15 Ind term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	15 d term contact staff by hours worked per week. 4 11 3
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No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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	15 15 16 17 18 19 11 3 staff The staffing structure at present compromises of 5 care staff during the morning shift and 5 care staff during the evening shift. 2x staff are awake nights and 1x staff sleep in. Mar ager works 5 days out of 7, hours vary according to the staff sta
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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.	15 15 16 17 18 19 11 3 staff The staffing structure at present compromises of 5 care staff during the morning shift and 5 care staff during the evening shift. 2x staff are awake nights and 1x staff sleep in. Mar ager works 5 days out of 7, hours vary according to the staff sta
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	15 15 16 17 18 19 11 3 staff The staffing structure at present compromises of 5 care staff during the morning shift and 5 care staff during the evening shift. 2x staff are awake nights and 1x staff sleep in. Mar ager works 5 days out of 7, hours vary according t the needs of Frondeg.
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Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 individual received First Aid training.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended	0
qualification	
Catering staff	Vac
Does your service structure include roles of this	Yes

No. of staff in post	3
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categ y have been undertaken. Any trainin
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Other types of staff	