

Annual Return 2023/2024

Provider Information to be published

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

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

Provider name:	Gwynedd Council Adults and Children's Services	
The provider was registered on:	16/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bryn Blodau	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/08/2019
	Responsible Individual(s)	Rhion Glyn
	Manager(s)	Sharon Keywood
	Maximum number of places	41
	Service Conditions	There are no conditions associated to this service
	Cefn Rodyn	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/09/2019
	Responsible Individual(s)	Rhion Glyn
	Manager(s)	Tracey Gardener
	Maximum number of places	22
	Service Conditions	There are no conditions associated to this service
	Hafod Mawddach	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/08/2019
	Responsible Individual(s)	Rhion Glyn
	Manager(s)	Alexandra Campbell
	Maximum number of places	25
	Service Conditions	There are no conditions associated to this service
	Llys Cadfan	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/08/2019
Responsible Individual(s)	Rhion Glyn	
Manager(s)	Katey McMullen	
Maximum number of places	33	
Service Conditions	There are no conditions 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

Ras 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	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/09/2019

Responsible Individual(s)	Rhion Glyn
Manager(s)	Lorraine Powell
Maximum number of places	31
Service Conditions	There are no conditions associated to this service

Plas 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

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 & DERWEN	
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

Cynllun Cysylltu Bywydau	
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 Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>TNA process held in January 23 to plan for 2023/24's training programme. Programme includes induction, mandatory training, matters arising from inspections and complaints, matters identified as part of the TNA process and relevant legislative developments.</p> <p>Qualifications - continuous monitoring work ongoing all year to identify 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.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>75 events attended to promote the field</p> <p>Good news story campaigns continuously held</p> <p>Held workforce planning workshops with services</p> <p>Worked with HR on the Council's new jobs website</p> <p>Materials created to promote the sector</p> <p>145 work experience placements organised during the year</p> <p>Care Academy - background work to prepare a bid for funding a care academy where individuals come in to care services to follow definitive career paths to become Social Workers, OTs and hopefully nurses, whilst filling gaps</p>

Service Profile

Service Details

Name of Service	Bryn Blodau
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

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home. The Area Manager's conversations with residents of the home.</p>

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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Based on the information and evidence available, and in particular in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects.</p> <p>I set out below the expected standard and arrangements in place 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:</p> <p>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 in 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 undertaken by professional co-working staff as a result of a change to the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. Individuals are also offered opportunities to offer ideas / feedback individually through a chat, or through a suggestion box. Another method used is questionnaires that gather the views of residents, families, professionals, commissioners and staff. The Advocacy Service is also used as needed.</p> <p>The voice of our residents underpins every aspect of daily home life but is also absolutely core in developing the service and providing 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 all the time, whether it's a meal choice or the type of personal care they wanted.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Based on the information and evidence available, and in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects.</p> <p>I set out below the expected standard and arrangements in place to ensure that people are happy and supported to maintain their ongoing health, development, and overall well-being:</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed or the benefit they get from exercise or specific interests. Regular contact with health and care professional teams, the local surgery and pharmacy is absolutely key to ensuring that the service is able to adapt as needed and continue to greet the needs of the individual 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 with the right skills to be able to support our residents. In accordance 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 circumstances arise where that is not always possible. In those situations, the contact and input of the professional teams we collaborate with is absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised. The 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 alongside the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Based on the information and evidence available, and in particular in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects.</p> <p>I set out below the expected standard and arrangements in place to ensure that people feel safe and protected from abuse and neglect:</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern will be dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, NPS registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistle blowing' are key.</p> <p>These aspects, as well as other issues that provide a broad overview of the service, are regularly monitored by us through internal arrangements. But along with this they regularly receive attention 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, and as necessary, the Area Manager and the RI. Please also note that service staff are aware of the code of professional practice and their commitment to promoting individual wellbeing, voice and control in supporting them to stay safe. They have also received training that includes respecting dignity, equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Based on the information and evidence available, and in particular in relation to monitoring and governance, RI visits and recent audit findings, I believe there is scope to strengthen the arrangements in place in relation to these aspects.</p> <p>I set out below the expected standard and arrangements in place to ensure that people living in a home that maintains their well-being and helps them achieve their personal outcomes:</p> <p>It is sought 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 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 addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work always fits with the rest of the home. In particular relation to issues with the building, arrangements are in place to highlight any deficiencies or issues that need to be addressed with the Council's central team responsible for the maintenance of the Council's property. These issues are also addressed in the visits made by the RI. Ensuring consistency and stability in staffing goes a long way 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 an adequate level of casual staff as well. Succeeding in this means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the proactive Welsh language offer and increase household running costs.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	42
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	2
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	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.	
	<p>Contractual Arrangements</p>	
	No. of permanent staff	2
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	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	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Please see information presented with regards 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	3
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	51
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	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 fixed 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 staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Bryn Blodau</p> <p>This Home employs 29 permanent and several casual 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</p> <p>Some of these shifts have had to change due to our present staffing shortage this has only been done as a last resort.</p> <p>Hafan y Bryn (17 BED DEMENTIA UNIT) 4 staff covering a 12hour day 2 staff at night on wake duty (this will be increased to 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 not always been able to cover. The manager works 5 days a week hour to best meet the needs of the home and individuals living there</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	35
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0

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 fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	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	1
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Cefn Rodyn
Service Telephone Number	01341422975
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?	39
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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?	<p>The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous effort to improve and introduce new and different ways of engaging that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <ul style="list-style-type: none"> • 'Residents' Meetings' • Suggestion Boxes • Questionnaires for residents, families / representatives, professionals / 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	<p>Enclosed back garden with patio areas and grass area (sloping) along the length of the back of home. Benchseat half way down drive.</p> <p>Areas to be cultivated at east end of home.</p> <p>Front area with car park and seating areas.</p>
Provide details of any other facilities to which the residents have access	<p>Hairdressing room</p> <p>Library book area</p>

Communicating with people who use the service

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

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 they have a choice in their care and support, and that opportunities 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 and 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 are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in 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 opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. 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 residents all the time, whether that's a meal choice or the type of personal 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 Review, 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 care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams 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, 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.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	30
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	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 type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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 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	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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
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 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.	
Filled and vacant posts	
No. of staff in post	33
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	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

No. of Non-guaranteed hours contract (zero hours) staff	15
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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.	<p>Cefn Rodyn</p> <p>This Home employs 21 permanent and several casual staff.</p> <p>The current staffing structure for the home is as follows. 5 staff on 12hour shift through the day, 4 staff in the afternoon 4 staff at night on awake duty Domestic cleans 5 days a week. 2 staff in kitchen daily The manager works 5 days a week hour to best meet the needs of the home and individuals living there. Staffing levels continue to be reviewed and there are plans to increase staffing numbers in line with plans to provide more specialised care for residents with physical and health disabilities that are more complex but remain within the criteria for residential care.</p>
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	6
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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	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)	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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
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
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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	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

People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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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?	Regular visits to individuals and inclusion of their views when updating the PCP and yearly review documents.

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	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.

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident that the voices of individuals supported by the Service are heard and they have a choice in their care and support. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>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 are shared to facilitate relevant action. Efforts are being made to strengthen the partnership further. Enablers have access to ongoing 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.</p> <p>We are confident that we are supporting the well-being of individuals within the Scheme and helping them achieve their personal outcomes. Staff are committed to supporting individuals in a way that promotes their choices and opportunities to learn, develop and meet their personal outcomes. We have seen evidence of this with a number of individuals who, having been placed with the scheme following difficult or turbulent times in their lives, have settled and grown with the support of the scheme and are now supported to live independently. We are keen to recruit to the scheme as part of offering more accommodation opportunities and choice within Learning Disability services. We have identified a need for more placements for young individuals who would benefit from a short/medium term placement before moving on to "step-down" or independent living. In addition, we are keen to see the scheme develop its respite provision.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the voices of individuals supported by the Service are listened to and that they are given choice in terms of their care and support. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The Scheme and the Learning Disability Service receives positive feedback from individuals, families, enablers and professional officers confirming that individuals living within the scheme receive support to promote their health and well-being. There is also clear evidence of the opportunities to develop and participate in activities offered. The Scheme staff are willing to come into contact with the team if they think it necessary to get expert professional support or opinion. Multi-disciplinary co-working arrangements are used to facilitate the work and to produce responses 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 scheme staff and enablers present in reviews.</p>

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

I am confident that individuals supported by the Service feel safe and protected from abuse and neglect. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.

Enablers receive safeguarding training and are fully aware of the protocol to report any concern or incident. Similarly, the manager and officers share information in a timely manner with the Social Work team/Safeguarding Team if any issue of concern arises. We encourage transparency and close collaboration amongst all involved in the Scheme's service delivery arrangements.

As a result of the above and through constant feedback received from the individuals and those who know them best, we are confident that they feel safe and protected from any abuse.

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) 3

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

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

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

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	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 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	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	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
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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 workers 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>

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

I trust that individuals' voices are heard and that they have a choice in their care and support. This statement is made on the basis of the information and evidence being presented through the Quality of Care Reviews, the monitoring and governance arrangements 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 finish, unique care packages can be created and reviewed that meet the needs of individuals and families. Collaborative conversations 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 family/individuals who are central to their care provision and the development of their Personal Plan. Staff receive training on dignity, respect, equality and diversity and commit to promoting individual wellbeing, voice and control while supporting and keeping them safe.

Derwen - Different forms of communication are used to ensure that the child's voice is heard and is central to their support. The process for recording, reporting and sharing feedback works effectively and allows us to identify the child's experience and tailor a service to suit. This is facilitated by monitoring the session reports and holding regular supervision and team meetings. We consult with the families and observe how to respond to their needs, preferences and wants. This contributes to ensuring that the service's arrangements succeed in putting children and their families at the centre and offering high quality, inclusive care.

Supported Living - The individual's voice is central to every decision. Individuals are encouraged to share their opinions, but the vast majority have complex and intensive needs and as a result the input of families, advocates and the learning disability specialist team is vital to ensure we achieve what is important to the individual. Feedback is gathered through informal conversations and observation of their response to feedback by adapting care plans to promote voice, control and well-being.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are happy and supported to maintain their health, development and overall well-being on an ongoing basis. This statement is made on the basis of information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of engagement and opinion gathering methods and visits of RI and professional staff.</p> <p>Home Care - Care and support is provided in accordance with personal assessments and plans to meet needs and support individuals to achieve their personal outcomes, to be as independent as possible and to ensure that they can live their best lives. They're supported to be part of the community, ensuring they feel fulfilled and have a purpose in life. Individuals are supported with their health needs where appropriate. Weekly multi-agency CRT meetings facilitate the sharing of information and focus on maintaining individual well-being.</p> <p>Derwen - The integrated service has expertise to create inclusive and personalised care and support plans. This allows us to assess, identify and meet the developmental needs of each child. The service is effective at meeting these needs through health plans, manual handling, risk assessment and positive behaviour management and support plans. The provision uses person-centred models to promote and develop children's wellbeing, intelligence and skills according to their needs.</p> <p>Some examples:-</p> <ul style="list-style-type: none"> - 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 any additional educational tasks needed - Collaborating with the Adults team to ensure transition to the right services - Working closely with the Hafan Y Sêr short break unit to create delivery plans for the unit <p>Supported Living – As a multi-disciplinary and specialist provision, access to health support is available. This is reflected in care plans and risk assessments. Staff receive training such as dysphagia and PBS. Accessible training packages are used to maximize individuals' understanding about healthy living and attending screening appointments. The Active Support model promotes building and nurturing skills in all aspects of individuals' lives with a focus on participating and receiving suitable support. The opportunities available through Wellbeing Pathways provide new experiences and developing relationships within their local communities.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals feel protected from abuse and neglect. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, the monitoring and governance arrangements in place, our wide range of engagement and opinion gathering and visits of the RI and health and care professional staff. The services work in close multi-disciplinary partnership with the social work and health teams to promote all aspects of the safety and well-being of the individuals, working in accordance with safeguarding procedures.</p> <p>Staff are trained to work in a person-centred way ensuring that the support provided is proportionate and enables individuals to fulfil their potential. All staff are registered with Social Care Wales and are committed to their Code of Practice. They are experienced and display a high intelligence of the requirements placed on them to protect the welfare of each individual.</p> <p>Home Care - Staff are trained to report any concerns and how to respond in different circumstances. We build relationships with the individuals and promote a culture of being transparent and open. There is a clear procedure for Whistle Blowing and discussion about safeguarding and lessons to be learned through a supervision regime is encouraged. It is sought to create a preventative mindset towards abuse in all its forms.</p> <p>Derwen - The team has the right and up-to-date training and competencies to offer children the care and support they need. Through close collaboration with the team, parents are confident to make contact at any time to discuss their concerns or any development in the care package. RI visits reassure us that children and young people are looked after in an atmosphere that makes them feel safe and confident in the team's ability to support and protect them. The open and transparent atmosphere within the service gives us confidence that safe care is provided with the ability to respond appropriately should issues/concerns arise.</p> <p>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/further input is needed. Individuals and families are reassured that they're receiving support from staff who know them well. The support provided is flexible and individuals are given appropriate encouragement to undertake tasks independently in order to respect their rights and promote their autonomy.</p>
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The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	235.40
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type					
	<table border="1"> <tr> <th data-bbox="400 1926 927 1995">Service Manager</th><th data-bbox="927 1926 1439 1995"></th></tr> <tr> <td data-bbox="400 1995 927 2154">Does your service structure include roles of this type?</td><td data-bbox="927 1995 1439 2154">Yes</td></tr> </table>	Service Manager		Does your service structure include roles of this type?	Yes
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	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

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

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

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

Filled and vacant posts

No. of staff in post	16
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	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 fixed 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

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

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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 term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	328
No. of posts vacant	17

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
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 Medication training 50 x staff members attended First Aid training 17 x staff members attended Recording and Reporting 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 fixed 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

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

Service Details

Name of Service	Hafan Y Sêr
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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
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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?	<p>- Questionnaires sent out every year to receive feedback.</p> <p>-Receive feedback before any child/young person's stay in the Unit. The form asks for any feedback following the child/young person's previous stay.</p> <p>-Consultation held by Y Bont external company. Consultation commissioned as required.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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, outdoor 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
List 'Other' forms of non-verbal communication used	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 [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.

During my RI visits, I check through our quality control processes for solid evidence to 'satisfy' that the service is successfully listening to the voice of service users as well as gaining the views and input of their parents/carers on our care management. This is fostered using various techniques that ensure our arrangements comply with our Statement of Purpose and vision to provide inclusive and person-centred care. There is evidence of constant 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 during their visits, and we tailor their care and support plans to meet those diverse wellbeing needs.

The plan is reviewed and updated between each stay by learning from the child's previous experience, consulting with parents and discussing any issues with the specialist team working around the child. The team take time to discuss each child in regular team meetings. The systems for recording, reporting and sharing feedback work effectively and allow us to recognise the child's experiences and adapt the tailoring of our service to suit any changes. As part of these arrangements, we record the opportunities that interest the children and how they benefit from participating. The training programme provided assists the service to work naturally in a manner that meets the above requirements.

We work closely with the Training Department and team members are provided with specialist training and qualifications to develop their competencies and expertise in the field. The opportunities to train our staff in areas such as Operational Support, PCP and PBS are of central importance to the running of our service. We continue to commission a voluntary company to complete independent visits and report their views on how effectively the service performs and complies with RISCAs regulations. Visits include regular consultation with the individuals involved in running the service, including regular conversations with children and their families. The report contributes to our assessment of quality and the requirements on me as RI in accordance with Regulation 73.

During my visits, I consult with children and observe how we succeed to respond to their needs and wishes. Next to the evidence noted above, this satisfies me that the service succeeds to place children and families at the centre.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Many of the points mentioned in the first statement above also apply to how we measure and ensure that our processes take into account the health, development and wellbeing of our individuals.</p> <p>It is ensured that all staff have the correct and up-to-date training and competencies to offer the children receiving the service the care and support they need. The Statement of Purpose is clear about the types of care needs we can meet, and which are beyond our expertise. This is carefully considered when receiving new referrals and/or as some children's needs change over the time they receive a service from us. We work closely with the MDT when making decisions about each child's suitability to access our service and careful co-planning is undertaken to ensure satisfactory arrangements are in place to enable provision to meet individual care plans.</p> <p>The service complies with Council policies, which lay the foundation and guidance on the range of requirements and expectations that come with ensuring the wellbeing and safety of individuals in a regulated care organisation. The service accepts corporate support from numerous departments within the Council, e.g. Corporate Support, Housing and Property and Learning and Development. This input enables us to effectively implement our work systems and processes while facilitating our day-to-day work arrangements.</p> <p>The service's expertise in creating inclusive and personalised care and support plans is of central importance to enabling us to assess, identify and meet each child's developmental needs individually. During my RI visits, I have the opportunity to monitor a sample of files containing a number of documents that evidence the effectiveness of the service in meeting different aspects related to meeting these needs, e.g. health plans, medication management and administration, manual handling, risk assessment and positive behaviour management and support plans. The files also contain evidence of how the provision uses person-centred models to promote and develop children's wellbeing, intelligence and skills according to their needs.</p> <p>A voluntary company is commissioned to provide an independent overview of our provision of care and support. This process is woven into our quality control arrangements, and I use the feedback from these reports to inform my understanding of how care provision is successfully supporting and promoting children and young people's health, wellbeing and development.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service has robust processes and procedures to ensure we offer a safe environment that protects children and young people from abuse and neglect. We fully comply with the requirements outlined in Regulations 26 and 27 of RISCA.</p> <p>All staff employed within the service are encouraged to read, understand and accept Gwynedd Council's Safeguarding Policies 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 practice in their daily work and duties. It is also ensured through these processes that staff understand and are encouraged to follow the Whistleblowing Policy if there is any suspicion that a co-worker or manager is behaving inappropriately at work.</p> <p>All staff attend safeguarding training as part of their induction phase, and then refresh these regularly or as changes arise. We also place an emphasis on the characteristics that cause disabled children and young people to be more vulnerable as a result of their needs, and further training is provided around these additional considerations.</p> <p>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 with the Department for Children and Supporting Families' procedures in general. The template for reporting incidents within the unit encourages staff to consider if any element of what is reported require further consideration around safeguarding issues and how they should be responded to. There have been no protection issues at the unit this past year. The Annual Quality report expands on how the service handles the safeguarding process and operates within Safeguarding Procedures Wales and the Social Servicing and Well-being Act. (2014)</p> <p>I am satisfied by my regular visits as RI that the children and young people are looked after and supported in an atmosphere that makes them feel safe and gives them confidence in the staff that provide their care and support. All staff members are experienced and display a high intelligence of the duties on them to protect and safeguard the welfare of all children. There is a sense that there is an open and transparent atmosphere within the service which gives me confidence as an RI that we are successfully and safely providing care with the ability to respond appropriately should issues/concerns arise into the future</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The unit is purpose-built for our provision, namely to offer overnight care and support and to promote the well-being of the children and young people referred to the service. The resulting accommodation is appropriate to enable us to meet a wide range of physical, practical and sensory needs.</p> <p>The building and its facilities are safe and comply with the necessary health and safety requirements. We work closely with other departments within the Council, e.g. Property, Health and Safety and Public Protection to receive guidance and support to enable us to comply with these requirements and our practical arrangements are also scrutinised by them as they carry out various checks and observations throughout the year.</p> <p>The building is held to a high standard of cleanliness and cosmetic condition, and adequate funding is ensured to be allocated to the service for the maintenance purposes of the building and to purchase resources and equipment as the need arises. Funding is also set to purchase equipment and material to suit what is familiar or of interest/comfort to the children attending the unit, with the aim of helping them familiarise themselves to the environment and benefit from participating in activities of their own choosing. What will help them settle and feel at home is identified in children's individual plans, and every effort is made to adjust the bedrooms etc to suit these individual preferences.</p> <p>The provision has benefited from grant funding to create improvements and acquire additional equipment outside and inside the unit. This added to the opportunities available for children and young people to achieve some of their personal outcomes within the unit space itself.</p> <p>Funding is provided and the importance of providing children and young people with numerous opportunities to participate in events and activities in the community is promoted, as well as the importance of undertaking various tasks and responsibilities with the aim of developing skills and promoting opportunities to gain independence and promote self-confidence.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	16.40
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	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 type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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
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?	No
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'.	
Induction	9
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	3

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 received 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 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 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.	At least two Residential Workers on each shift during day and night cover. Increased staffing levels above this will be arranged in accordance with the needs of individual and groups of children who are staying in the unit during any shift. This is planned in conjunction with the child or young person's Social Worker.
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	8
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Other staff
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

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

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

Induction	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 Taking and 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 fixed term contact staff by hours worked per week.

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	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	

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 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 identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.

During the last financial year the following consultation methods were used:
Residents' Meetings / and where suitable with families
Suggestion Boxes
Questionnaires for residents, families, representatives, professionals, 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

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 with 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.

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 they have a choice in their care and support, and that opportunities 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 and 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 are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in 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 opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. 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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>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.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>

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 their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions 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 addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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 towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought 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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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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

Filled and vacant posts

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

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	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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Please see information provided in relation to care workers
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	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
<p>Contractual Arrangements</p>	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Hafod Mawddach</p> <p>This Home employs approximately 33 staff.</p> <p>The current staffing structure for the home is as follows 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</p> <p>With the new development extra staff are included in the rota, providing an extra:</p> <p>2 staff covering a 12hour day 1 staff at night on wake</p> <p>Once open these staff will work within the Dementia unit, but in the interim, will support with vacant posts and supporting individuals within the residential part of Hafod Mawddach</p> <p>The manager and assistant manager works 5 days a week, 37 hours to best meet the needs of the home and individuals living there.</p>
<div>Staff Qualifications</div>	
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
<div>Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
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)	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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div>Staff Qualifications</div>	
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	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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <p>Residents' Meetings / and where suitable with families</p> <p>Suggestion Boxes</p> <p>Questionnaires for residents, families, representatives, professionals, commissioners and staff</p> <p>RI conversations with residents of the home</p> <p>The Area Manager's conversations with residents of the home</p>

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 home.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box (Suggestion Box). Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>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.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	36
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	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 fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	2 staff members attended fire safety 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 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 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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	38
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	10
Safeguarding	12
Medicine management	27
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	15 staff members attended first aid training 17 staff members attended fire safety training
Contractual Arrangements	
No. of permanent staff	25
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	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.	<p>Llys Cadfan</p> <p>This Home employs approximately 43 staff.</p> <p>The staffing structure at present comprises of 7 care 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 staff during the day and 2 at night. On our residential side 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 according to the need of the home.</p>
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 type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	Staff member completed fire safety training
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	2
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	2
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.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 staff members attended 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	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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

People Supported

How many people in total did the service provide care and support to during the last financial year?	43
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <p>Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

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

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	Audio recordings, large print, 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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills to be able to support our residents.</p> <p>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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	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 fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	Fire safety 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 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 care 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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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

No. of Non-guaranteed hours contract (zero hours) staff	19
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)	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.	<p>Plas Gwilym</p> <p>This home employs approximately 35 staff.</p> <p>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 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 according to the need of the home.</p>
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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	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 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 qualification	1
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.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	3 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	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)	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 Profile

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

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

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.

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	30
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	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 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	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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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
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.	
Filled and vacant posts	
No. of staff in post	30
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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

No. of Non-guaranteed hours contract (zero hours) staff	8
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)	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.	<p>This home employs approximately 34 staff. There is one vacant 21 hour role and a 37 hour role will soon be vacant.</p> <p>The staffing structure at present comprises of 5 care staff during the morning shift, and 5 care staff during the evening shift.</p> <p>Shifts 7:30-3pm and 1:30-10pm.</p> <p>4 staff are on awake nights.</p> <p>Shifts 10pm - 7:45am</p> <p>4 days a week there is a cleaner.</p> <p>2 members of staff work in the kitchen daily</p> <p>The manager works 5 days out of 7, hours vary according to the need of the homes.</p>
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	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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	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 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.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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	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	0
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 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

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

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 for 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 the home.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	28.60
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	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
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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	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
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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
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 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.	
Filled and vacant posts	
No. of staff in post	37
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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 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 staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Plas Hedd</p> <p>The home employs approximately 36 members of staff and 11 casuals</p> <p>The staffing structure at present comprises of 5 care staff during the morning shift, and 5 care staff during the evening shift. (We are awaiting confirmation on additional hours for the homes.)</p> <p>Three members of staff work nights. In the Dementia homes, three members of staff work overnight.</p> <p>There is a cleaner five days a week.</p> <p>Two members of staff work in the kitchen every day.</p> <p>The manager works five days out of seven, and the hours vary according to the needs of the home.</p>
Staff Qualifications	
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 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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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	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 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.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	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	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <p>Residents' Meetings / and where suitable with families</p> <p>Suggestion Boxes</p> <p>Questionnaires for residents, families, representatives, professionals, commissioners and staff</p> <p>RI conversations with residents of the home</p> <p>The Area Manager's conversations with residents of the home</p>

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	<p>Patio area to rear with garden benches</p> <p>Grassy area with shrubs and trees</p>
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.

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	27
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	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 fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	One staff member completed first aid training One staff member completed fire safety 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 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 care 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	32
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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

No. of Non-guaranteed hours contract (zero hours) staff	15
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)	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.	<p>Plas Maesincla</p> <p>This Home employs approximately 34 staff. The staffing structure at present comprises of 5 care 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 according to the needs of the home.</p>
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
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	One staff member completed fire safety training

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) 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)	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.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	2 staff members completed fire safety 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 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
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 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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

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 spots 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.

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>Residents' Meetings are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	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 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	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 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	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 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	0
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	2 staff members completed fire safety 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 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 care 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	24
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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

No. of Non-guaranteed hours contract (zero hours) staff	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	11
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.	<p>Plas Ogwen</p> <p>The Home employs approximately 21 members of full-time staff and 9 members of casual staff. The staffing structure currently comprises of four care staff during the morning shift, as well as four care staff during the night shift. (We have received additional hours in the home, and as a result of this have received two full-time staff members for the homes.)</p> <p>Three members of staff work overnight. In the Dementia home, four members of staff work overnight. There is a cleaner 5 days a week.</p> <p>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 home.</p>
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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	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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	3 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
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)	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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <p>Residents' Meetings / and where suitable with families</p> <p>Suggestion Boxes</p> <p>Questionnaires for residents, families, representatives, professionals, commissioners and staff</p> <p>RI conversations with residents of the home</p> <p>The Area Manager's conversations with residents of the home</p>

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	<p>Sitting area in front of the building. Sun room.</p> <p>Enclosed garden to the side of the building with shrubs, greenhouse and herb garden.</p> <p>Access all the way around the home.</p>
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)	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 they have a choice in their care and support, and that opportunities 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 and 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 are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in 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 opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. 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 residents all the time, whether that's a meal choice or the type of personal 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 Review, 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 care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams 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 opportunity arises, are done closely with the local community.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22.40
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	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 type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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	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	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
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	28
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	1
Medicine management	5
Dementia	3
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 11 staff members 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) staff	10
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)	16
No. of part-time staff (16 hours or under per week)	1
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Plas Pengwaith</p> <p>The home employs approximately 32 staff. The staffing structure currently comprises of 4 care staff during the morning shift, and 3 care staff during 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.</p>
<div>Staff Qualifications</div>	
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
<div>Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	4
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	<p>One staff member completed fire safety training</p> <p>One staff member completed i-Act training</p>
<div>Contractual Arrangements</div>	
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
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<div>Catering staff</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	1
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
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.	
<div>Contractual Arrangements</div>	
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	0
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
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Service Profile

Service Details

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
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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?	<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable.</p> <p>During the last financial year the following consultation methods were used:</p> <p>Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>
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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 [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>I am confident 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. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>In particular it should be noted that our residents' care plans are entirely personal to the individual, emphasizing what is important to them, their interests and what they enjoy. The care plans are central and key, and in that regard are regularly reviewed to ensure that they continue to reflect the individual's voice, wants and needs. The opportunity is also taken to learn and adapt in response to reviews undertaken by professional staff we work closely with as a result of a change in the individual's position.</p> <p>'Residents' Meetings' are held in the home where there is an opportunity to listen to the ideas and opinions of our residents. They are also offered opportunities to suggest ideas / feedback individually via discussion, or through a suggestion box. Another method used is questionnaires to gather the views of residents, families, professionals, commissioners, and staff. The Advocacy Service is also used as needed.</p> <p>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 residents all the time, whether that's a meal choice or the type of personal care they wish to receive.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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 Review, 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.</p> <p>These aspects are fully considered through the individual's care plan, whether detailing the medication needed, the benefit they 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 needed and continues to meet the needs of the individual in terms of all aspects involved. Also at its core is of course ensuring that the staff at the home are competent, trained, and with the right skills 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 circumstances arise where that is not always possible. In those situations the contact and input of the professional teams collaborating are absolutely key to ensuring that the health and wellbeing of the individual is central and prioritised.</p> <p>The wellbeing boosting activities that are available at the home are wide-ranging and are varied regularly, and when the opportunity arises, are done closely with the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I'm confident that our residents feel safe and protected from abuse and neglect. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and the Responsible Individual's visits.</p> <p>There are robust arrangements and policies in place to ensure that we do all we can to protect individuals from abuse and neglect. Any concern is dealt with as a priority. It is emphasised that the arrangements in place in terms of health and safety, risk assessments, appointment and induction of new staff, SCW registration, investigation of complaints, constant supervision, appropriate training and understanding of policies such as 'safeguarding' and 'whistleblowing' are absolutely key.</p> <p>These aspects, as well as a number of other matters that provide a broad overview of the service, are regularly monitored by us through internal arrangements. Along with this they are regularly observed via audits by external teams to the service such as the Quality Assurance team, the Internal Audit team, Environmental Health, Health and Safety and CIW Audits. The feedback received and any matter relating to individual protection is treated as a priority and properly addressed by the Registered Manager, and as necessary, the Area Manager and RI.</p> <p>It should be noted that service staff are aware of the code of professional practice and their commitment to promoting the individual's wellbeing, voice and control in supporting them to stay safe. They have also received training including dignity and respecting equality and diversity.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>I'm confident that our residents live in a home that maintains their well-being and helps them achieve their personal outcomes. 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 and governance arrangements in place, our wide range of methods to engage and gather opinions and RI visits.</p> <p>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.</p> <p>Efforts are made to ensure that maintenance issues are addressed in a timely manner and that the décor is not dated, while also trying to ensure that new work fits in with the rest of the home. In relation to building issues, arrangements are in place to highlight any deficiencies or issues that need to be addressed with 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.</p> <p>Ensuring consistency and stability in staffing goes a long way towards the ideal environment needed in a Care Home, but it must be recognised that the challenges remain. Efforts are made to fill vacancies as quickly as possible, as well as ensuring an adequate level of casual staff. Succeeding means less reliance on agency staff which can of course disrupt the consistency sought to be provided, the active Welsh language offer and increases the costs of running the home.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	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 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 fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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	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	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
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	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	6
Medicine management	9
Dementia	5
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 22 staff members completed fire safety training
Contractual Arrangements	
No. of permanent staff	18
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	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5

No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	0
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Plas y Don</p> <p>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.</p> <p>The manager works 5 days out of 7, and the hours vary according to the needs of the home.</p>
<div>Staff Qualifications</div>	
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
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
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.	<p>One staff member completed first aid training</p> <p>One staff member completed fire safety training</p>
<div>Contractual Arrangements</div>	
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 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.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	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
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)	1
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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	Tan Y Marian
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

People Supported

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

The minimum weekly fee payable during the last financial year?	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?	Small home that is able to discuss with service users personally anything arising within the home Advocacy available and promoted We work closely with the Learning Disability multi-disciplinary and nursing teams We hold regular discussions with families
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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 garden. Seating areas around the building
Provide details of any other facilities to which the residents have access	N/A

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	Signing personal to individuals

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>I am confident 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. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>The majority of Tan y Marian's residents are individuals with complex and highly intensive care needs. The staff know them very well and use specialist communication skills, careful observation and follow active support schemes to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspects of the home's service provision that affects them.</p> <p>In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain 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 central to the planning to meet their care and well-being needs.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are happy and are supported to maintain their health, development, and overall well-being. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>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 if they are receiving the support they need. The majority of individuals living in Tan y Marian receive 1:1 support and are encouraged to take part in activities of their choice including joining the various opportunities available through Llwybrau Llesiant - the county wellbeing service for learning disability in Gwynedd. Significant emphasis is placed on working closely with the individuals' family as well as the Social Work Team and our colleagues in the Health Service. Tan y Marian has a history and evidence of working in partnership with relevant agencies for the benefit of the individuals supported.</p> <p>Working arrangements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effort made to refer on to the GP and to the specialist learning disability 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 with some attending various day opportunities at Y Gwylt or activities with the support of the staff.</p> <p>Over the past few months, the home has collaborated effectively with Llwybrau Llesiant. Individuals have opportunities to experience new activities and benefit from socialising locally in the Pwllheli area and more widely while attending the events and activities</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I am confident that our residents feel safe and protected from abuse and neglect. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>There is a happy and comfortable atmosphere in Tan y Marian. That is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physical and emotional well-being of the residents. Through constant observation and efforts to communicate effectively with the individuals 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 and this provides a solid basis to ensure the safety of individuals in various situations.</p> <p>The home promotes contact between individuals and their families by working in partnership. There is close collaboration between Tan y Marian and the Learning Disability Team. The manager and staff identify any need for a specialist service e.g. OT, Health assessment and work effectively as part of a multi-disciplinary team to optimise staff skills to create a safe and comfortable environment for residents. As residents get older, their health needs can be more complex. Staff are dedicated and caring and are experienced in supporting individuals who have spent long periods of time in hospital. They re-assess risks and support and optimise staff skills so that they can be ensured a safe and comfortable environment after returning to the home.</p>

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 their well-being and helps them achieve their personal outcomes. This statement is made on the basis of the information and evidence presented through the Quality of Care Reviews, 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 care staff.

The home is committed to working with individuals to promote their independence and staff are trained to pay appropriate attention to that and to adopt the right mindset in supporting them. Over the past year, the service has supported one individual to progress to live in a house with support in the community. Staff work towards developing and maintaining individuals' independence skills and enable them to do as much as possible for themselves in the home and in their activities outside the home. There is a comfortable and pleasant atmosphere in the home with residents included in all activities that take up space. The staff team benefits from the support and expertise of a complex and intensive needs team (active support) to develop an individual active 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

The total number of full time equivalent posts at the service (as at 31 March)	20.20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
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Training undertaken during the last financial year for this role type.

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

Induction	0
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Health & Safety	1
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Equality, Diversity & Human Rights	1
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Infection, prevention & control	0
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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
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0

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

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

Induction	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	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 the information provided in relation to care workers.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	23
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	7
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.	4 individuals received First Aid 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
No. of Non-guaranteed hours contract (zero hours) staff	9
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)	9
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>There are three shifts within 24 hours, with 4 care workers on the morning shift from 7.15am to 3.15pm. 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.</p> <p>During night time hours (9.45pm-7.30am) there will be two awake members of staff with the support of one member of staff sleeping in. The home has the support of kitchen staff daily (one full time and one part time) and a domestic assistant works 19.5 hours a week.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	4
Domestic staff	

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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)	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	
Does your service structure include any additional role types other than those already listed?	No

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

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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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 access	Patio 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 separate from the home available to users. In this part of the building, there is a cooking room, arts and 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 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 they have a choice in their care and support, and that opportunities are available to them. 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 wide range of methods to engage and gather views and the visits of the RI, Area Managers and professional 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 and follow active support to create an environment and provide opportunities where individuals are encouraged to make choices and participate in all aspects of the home's service provision that affects them. In addition, every effort is made to communicate effectively with families to obtain their input and support to ascertain 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 central to the planning to meet their care and well-being needs.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>I am confident that the residents of the home are happy and are supported to maintain their health, development, and overall well-being. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>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.</p> <p>The majority of individuals living in Frondeg receive 1:1 support and are encouraged to take part in activities of their choice including joining the various opportunities available through Llwybrau 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 Team and our colleagues in the Health Service. Y Frondeg has a history and evidence of working in partnership with relevant agencies for the benefit of the individuals supported. Working arrangements in the home and this effective collaboration help to ensure prompt access to medical appointments with every effort made to refer on to the GP and to the specialist learning disability services including the health team if required.</p> <p>Within the home, every effort is made to plan opportunities and activities around the "bespoke" aspirations of the individuals with some attending various day opportunities or activities with the support of the staff. Over the past few months the home has collaborated effectively with Llwybrau Llesiant. Individuals have opportunities to experience new activities and benefit from socialising locally in the Caernarfon area and more widely while attending the events and activities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>I am confident that our residents feel safe and protected from abuse and neglect. 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 wide range of methods to engage and gather the views and visits of the RI, Area Managers and professional health and care staff.</p> <p>There is a happy and comfortable atmosphere at Y Frondeg. That is key to the well-being and safety of residents. Consistent and suitable support is provided by staff to promote the physical and emotional well-being of the residents. Through constant observation and efforts to communicate effectively with the individuals 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 and this provides a solid basis to ensure the safety of individuals in various situations.</p> <p>The home promotes contact between individuals and their families by working in partnership. There is close collaboration between Frondeg and the Learning Disability Team. The manager and staff identify any need for a specialist service e.g. OT, Health assessment and work effectively as part of a multi-disciplinary team to optimise staff skills to create a safe and comfortable environment for residents. As residents get older, their health needs can be more complex. Staff are dedicated and caring and are experienced in supporting individuals who have spent long periods of time in hospital. They re-assess risks and support and optimise staff skills so that they can be ensured a safe and comfortable environment after returning to the home.</p>

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 their well-being and helps them achieve their personal outcomes. 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 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 their independence and staff are trained to pay appropriate attention to that and to adopt the right mindset in supporting them. Over the past year, the service has supported one individual to progress to live in a house with support in the community. Staff work towards developing and maintaining individuals' independence skills and enable them to do as much as possible for themselves in the home and in their activities outside the home. There is a comfortable and pleasant atmosphere in the home with residents included in all activities that take up space. The staff team benefits from the support and expertise of a complex and intensive needs team (active support) to develop an individual active 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

The total number of full time equivalent posts at the service (as at 31 March)	23.00
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
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Training undertaken during the last financial year for this role type.

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

Induction	0
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Health & Safety	0
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Equality, Diversity & Human Rights	0
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Infection, prevention & control	0
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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
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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	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
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
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	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 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 the information provided in relation to care workers.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	33
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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
No. of Non-guaranteed hours contract (zero hours) staff	15
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>The staffing structure at present comprises of 5 care staff during the morning shift and 5 care staff during the evening shift.</p> <p>2x staff are awake nights and 1x staff sleep in. Manager works 5 days out of 7, hours vary according to the needs of Frondeg.</p>
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	5
Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	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 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 qualification	0

Catering staff

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

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	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 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	1
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No