

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	ATS Care Ltd	
The provider was registered on:	16/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Wainfelin House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	14/12/2018
	Responsible Individual(s)	Leila Turner
	Manager(s)	Liam Morgan
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service
	Berwyn House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	14/12/2018
	Responsible Individual(s)	Leila Turner
	Manager(s)	Hannah Leigh
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Laybourne House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	16/11/2018
	Responsible Individual(s)	Leila Turner
	Manager(s)	Fay Ings
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Induction process delivers required training to be undertaken. Reviews identify additional support or further knowledge and skill development, opportunity for further support. Additional training sourced to meet the needs of the resident, home and its environment. Challenges, difficulties and errors identified in audits, Manager authorization and supervision. ATS Care Training Coordinator assists Managers and all staff, sources and arranges identified additional training requirements.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Staff vacancies are advertised via agency websites. Candidates are subject to a recruitment process and all successful candidates are subject to a full system validation and appropriate security checks undertaken.
 ATS Care utilizes opportunities and value to staff by offering: Bupa support line, extensive training package, competitive wages, opportunities for role progression within the company, financial bonuses on receipt of positive Inspection reports.

Service Profile

Service Details

Name of Service	Berwyn House
Telephone Number	01495423411
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4750
The maximum weekly fee payable during the last financial year?	8000

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young Person Service Qualitative Questionnaires. Young Peoples Meetings Grumble Log

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Small front garden with grassed area. Rear garden tiered, patio seating area, locked area beyond used in warmer weathers.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Numerous governance arrangements are in place to support engagement of the household and staff at the service. ATS staff encourage and support the occupants to attend their Weekly House Meetings. This arena is for the occupants to share their views, opinions, and concerns.</p> <p>Weekly House Meetings (attendance, opportunities, participation)</p> <p>Occupants have weekly meetings with staff to try and establish:</p> <ul style="list-style-type: none"> • what is going well • what is not going so well • meal planning a (week in advance) • activity planning a (week in advance) • issues affecting occupants <p>Attendance and participation between May 2022 – January 2023</p> <p>38 Meetings, occupants attendance 88% - 100 %</p> <ul style="list-style-type: none"> • These meetings have changed days to encourage better participation by occupants. • Excellent evidence of requests to enhance the incentives and recommending alternatives, eg. Exercise • Evidence of appropriate participation from occupants. • Evidence of planning for seasonal events. • Evidence of the House Manager encouraging staff to engage more meaningful with the occupants. • Recently the documentation has been revised to support staff to engage better, emphasizing on developing communication rather than asking questions. <p>A sample of occupants minutes of the weekly team meetings identify the following topics (issues & concerns) that have risen and brought to a meeting:</p> <ul style="list-style-type: none"> • Initiate communication by telephone and face to face meetings with friends, ACHIEVED • Having no concerns with the home environment, POSITIVE • Encouraged to take part in the menu planning and food shopping, POSITIVE • Requesting items to use for activities, ACHIEVED • Opportunity to raise repairs that are needed, NFA.
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<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>In order for ATS Care staff to support occupants in service to maintain health and well-being, specific training is sourced to build their knowledge, skills and practice.</p> <p>As part of staffs Induction process the following training is sourced:</p> <ul style="list-style-type: none"> • ACE - Adverse Childhood Experience • PACE - Playfulness, Acceptance, Curiosity, Empathy • PREVENT, Home Office training <p>ATS care identifies that at times additional services are required to provide specialist services to support young people further, the following has been sourced within this reporting period:</p> <ul style="list-style-type: none"> • Referrals to external agencies for identified support: <ul style="list-style-type: none"> <input type="checkbox"/> CAHMS – referral to receive assessment and further support <input type="checkbox"/> YOS – Occupants to receive additional support in relation to violence and property damage <input type="checkbox"/> Education Psychologist – Occupants to be assessed, to identify and support additional need and seek support
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The following governance arrangement is in place to support people feeling safe and protected from abuse and neglect.</p> <p>Safeguarding and Reg 60 Reporting, examples are:</p> <ul style="list-style-type: none"> • Escalation of short term absconding and violent behaviour. • Absconding, violent and aggressive behaviour. <p>The Care Home Manager is responsible for ensuring safeguarding referrals are sent off to the relevant persons/agencies in a timely manner. The Responsible Individual also receives copies of all documentation sent. Together the Manager and Responsible Individual discusses each one to be satisfied that occupants need to feel safe from harm are responded to. Outcomes of referrals are reflected in the occupants' live file documentation.</p> <p>Safeguarding processes and Procedures are written in respect of each individual to reflect issues/concerns which have been identified within the Individuals Risk Assessments.</p> <p>Analysis identifies a reduction in Reg 60/Safeguarding in relation to an occupant absconding, challenging and aggressive behaviours, previously 3 Reg 60's were identified in a 6-month period. Evidence suggests that occupants are settling into Berwyn House.</p> <p>Safeguarding and Reg 60 Reporting, more examples: Absconding from Berwyn House Absconded from family contact</p> <p>The Care Home Manager is responsible for ensuring safeguarding referrals are sent off to the relevant persons/agencies in a timely manner. The Responsible Individual also receives copies of all documentation sent. Together the Manager and Responsible Individual discusses each one to be satisfied that young peoples need to feel safe from harm are responded to. Outcomes of referrals are reflected in the young person's live file documentation.</p> <p>Safeguarding processes and Procedures are written in respect of each individual to reflect issues/concerns which have been identified within the Individuals Risk Assessments.</p> <p>No further analysis has been undertaken due to an individual being in residential placement for the first time since February 2022. Evidence suggests the individual is reacting to a new environment with new adults. Time to be taken to build relationships, develop communication and support this individual closely and address any concerns, worries and issues.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Berwyn House has succeeded in providing the best suitable accommodation for its occupants. It is a place of safety where occupants feel safe and call their home.</p> <p>ATS Care has several systems in place to ensure that we can meet the needs of individuals who live there and for the staff who provide care and support. Such as:</p> <p>Weekly Meetings - On the agenda there is opportunity for them to raise any issues and concerns in relation to the care and support, and the accommodation they reside. Examples: Purchasing LED lights to brighten up a bedroom, purchasing an alarm clock to support independence, raising repairs to the environment. Staff actively encourage individuals participation.</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) 7

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 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 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 0

Positive Behaviour Management 1

Food Hygiene 1

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

Home Care Managers undertake an Induction that consists of 75 e-learning courses to be completed. Plus ACE, PACE, Safeguard. L3 Designated Safeguarding. Any specialist external training that is based on the residents need.

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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team Leaders undertake an Induction and are required to complete 63 e-learning training courses to be completed. Plus ACE, PACE, Safehold, L3 Designated Safeguarding. Any specialist external training that is based on the residents need.
Contractual Arrangements	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
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	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15

Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Residential Support Workers (RSW) undertake an induction that includes 56 e-learning training courses to be completed. Plus ACE. PACE, Safehold. Any specialist external training that is based on the residents need.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	24hrs shift, including sleep-in (15hr shift plus sleep) 10 shifts per month = 150hrs per month 1:1 staff ratio - 1 staff per resident, per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Laybourne House
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Telephone Number	01633967106
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4750
The maximum weekly fee payable during the last financial year?	8000

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young Peoples Service Qualitative Questionnaire Young Peoples House Meetings Grumble Log

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Small front garden, grassed and fenced Large rear garden, with patio area and lawn.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Not applicable Laybourne House internally closed November 19th 2021 and opened February 13th 2023
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.	Not applicable Laybourne House internally closed November 19th 2021 and opened February 13th 2023
The extent to which people feel safe and protected from abuse and neglect.	Not applicable Laybourne House internally closed November 19th 2021 and opened February 13th 2023
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Not applicable Laybourne House internally closed November 19th 2021 and opened February 13th 2023

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) 7

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
No. of posts vacant	0	

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Home Care Managers undertake an Induction that requires 75 e-learning training courses to be completed. Plus ACE, PACE, L3 Designated Safeguarding. Any specialist external training that is based on the residents need.

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
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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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team Leaders undertake an Induction that requires 63 e-learning courses to be completed. Plus ACE, PACE, Safehold, L3 Safeguarding Any specialist external training that is based on the residents need.
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 social care worker	1
No. of staff working towards the required/recommended qualification	1
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
<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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Residential Support Workers undertake an Induction that requires 56 e-learning training courses to be completed. Plus ACE, PACE, Safehold. Any specialist external training that is based on the residents need.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	24hrs shift, including sleep-in (15hr shift plus sleep) 10 shifts per month = 150hrs per month 2:1 staffing ratio = 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Wainfelin House
Telephone Number	01495759688
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4750
The maximum weekly fee payable during the last financial year?	8000

Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young Peoples Service Qualitative Questionnaire Young Peoples House Meetings Grumble Log

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Small patio front garden. Small rear garden with artificial grass area with seating.
Provide details of any other facilities to which the residents have access	Wainfelin House has an external room extended on to the rear property, known as the 'chill room'. Area for residents to be alone and disperse any frustrations on the punch bag.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Key working Sessions - ATS Care reviewed the Key working Policy to reflect three areas better:

- What we need to do, How we are going to achieve this, How to evidence and empower young people

A new Key working booklet has been created to capture the key points of a key working discussion. Each discussion is recorded individually capturing the following information:

- Date
- Topic of Discussion
- Planned or Impromptu discussion • CASP Objective • Reference code, if to an incident

This enables ATS Care to analyse the frequency of sessions, identify if the sessions are being planned against the CASP objectives or prompt events. It also supports the debrief documentation that is completed after a young person has an incident or episode of concern. This is an opportunity to engage with the young person further and provide additional advice, support and guidance.

The booklet encourages both staff and young person description and context of participation relating to the topic being discussed. The booklet offers the suggestive prompts to encourage quality participation.

The booklet encourages both participants to evaluate how the session has gone via a grading of young person friendly measurement of emoji's with an opportunity to record what it means to them.

The booklet has a 'Follow Up Actions' box where the key worker highlights any actions that need to be followed up following the discussion. This is then supported by any further Observations and comments by the Care Home Manager. This prompts changes to the young person's care and support plans.

For further monitoring purposes the discussion is referenced to the 5 Principles relating to the child as guided by the Social Services & Well Being Act, 2014.

For ATS Care to ensure that the young person's CASP's and Objectives are being met we have created a monitoring sheet of all the Local Authority, ATS Care and the young person's Objectives. After each discussion session the key working records what category has been discussed. This identifies objectives that have been discussed and objectives that are in need or exploring further. Analysis has also identified additional personal and organisational objectives to be added and explored.

The Objectives discussed in key working session that young people are working towards achieving, based on CASP objectives and individual need. This is a baseline that I can compare with moving forward to be able to analyse to identify progression, further need and resources.

<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>ATS care identifies that at times additional services are required to provide specialist services to support individuals further, the following has been sourced within this reporting period:</p> <ul style="list-style-type: none"> • Referrals to external agencies for identified support: <ul style="list-style-type: none"> <input type="checkbox"/> No additional support requested from outside agencies. <input type="checkbox"/> Individuals have had monthly contact with their Social Workers • Accident & Injury <p>No Accident or Injuries to report this reporting period that require follow up with medical agencies, 100% improvement.</p> <p>I have viewed several key working sessions relating to emotional dysregulation, aggressive outbursts and challenging behaviour. Strategies discussed to defuse situations with positive outcomes. Good evidence of individuals returning to baseline independently.</p> <p>Currently continuing to monitor staff being trained to the level required to meet the complex needs of individuals, in attachment and trauma. I can confirm the following staff team have received the following training: Staff team of 8, includes a turnover of 2 staff: Training partners Children in Wales are providing the following training on an annual basis:</p> <ul style="list-style-type: none"> • ACE, Attachment & Trauma Training, 100% • PACE Training, 100% • PREVENT, on-line learning via the Home Office links, 100% <p>Family Contact ATS Care provides support for occupants to continue always having contact with family members. Examples are: extended family contact from Thursday to Monday, this is to support the transition to return home fulltime. ATS Care has an excellent relationship with the family and together we ensure that all needs are met. ATS Care are always available to provide support the family and individual when necessary. Multi-agency transition reviews were established in 2023.</p> <p>Monthly contact with his father in the community. Contact has been sporadic, no contact in months October, November or December. Moving to supervised contact at dad's home for the very first time in January 2023.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Whistleblowing / Complaints /Grumbles ATS Care have clear processes in place to assist and enable staff to follow the Whistleblowing procedure, there have been none submitted during this reporting period.</p> <p>ATS Care have clear processes in place to assist individuals to raise Complaint or Grumbles, there has only been one grumble recorded which was later retracted when the Responsible Individual went to view this with them.</p>

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

Wainfelin Home has succeeded in providing the best suitable accommodation for its occupants. It is a place of safety where young people feel safe and call their home.

ATS Care has several opportunities in place to ensure that we can meet the needs of the young people who live there and for the staff who provide care and support. Such as:

Young Persons Chill Room

Wainfelin Home has a room accessible at the rear of the property, is hosts space, a punch bag and other small fitness and wellbeing items. This space is used by young people when they need to self-regulate and undertake some fitness. Chill room to host accommodation and resources that is based on the residents needs.

Independent Living

Young Peoples Care Plans host a section of independent living objectives suitable to the individual. Young people are encouraged to take part everyday aspects of running a home, looking after oneself, keeping safe and seeking help and advice. Young people's routines and daily chores support this.

Garden

Young people are encouraged to make choices, evidence of opportunities made available to young people are throughout this report. Young people are being heard and are encouraged to take ownership of their health, their development, and their general well-being.

We are proud to confirm that young people in ATS Care are encouraged and support into Independence, to have a say in everyday life as they progress towards adulthood.

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

Number of posts and staff turnover

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Home Care Managers undertake an Induction that consists of 75 e-learning courses to be completed. Plus ACE, PACE, Safehold. L3 Designated Safeguarding. Any specialist external training that is based on the residents need.

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
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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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Team Leaders undertake an Induction and are required to complete 63 e-learning training courses to be completed.</p> <p>Plus ACE, PACE, Safehold, L3 Designated Safeguarding.</p> <p>Any specialist external training that is based on the residents need.</p>
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 social care worker	1
No. of staff working towards the required/recommended qualification	1
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
<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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Residential Support Workers (RSW) undertake an induction that includes 56 e-learning training courses to be completed. Plus ACE. PACE. Safehold. Any specialist external training that is based on the residents need.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

24hrs shift, including sleep-in (15hr shift plus sleep)
 10 shifts per month = 150hrs per month
 1:1 staff ratio - 1 staff per resident, per shift

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

1

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

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

No