

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:	Birribi Limited
The provider was registered on:	12/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Brynsiriol	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/03/2023
Responsible Individual(s)	Deborah Judge
Manager(s)	Sharon Mathias
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Pencoed Farm	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/01/2019
Responsible Individual(s)	Deborah Judge
Manager(s)	Yvonne Moira Watson
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Melyn	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/12/2018
Responsible Individual(s)	Deborah Judge
Manager(s)	Tara Olda
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Brynteg	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/10/2018
Responsible Individual(s)	Deborah Judge
Manager(s)	Kevin Davies
Maximum number of places	5
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

We offer: Comprehensive Induction, flowing into AWIF and formal qualification, a calendar of cyclical bespoke inhouse training and Staff PDP identified in supervision and appraisal. Staff training is logged into a system that records the training, identifies renewal dates and highlights training requirements of the post holder. Birribi makes use of face to face training, E learning platforms, external provision and formal QCF provision.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Birribi's arrangement for retention and recruitment of staff centred around our status as a real living wage employer. Many staff had wage uplifts to retain this status, which ultimately leads to retention and improved recruitment. We retain the services of an EAP to support our staff wellbeing, and we support several staff benefits. Birribi continue to recruit via a variety of platforms, and will make use of recruitment agencies for key staff positions.

Service Profile

Service Details

Name of Service	Brynsiriol
Telephone Number	01838818587
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	2464
The maximum weekly fee payable during the last financial year?	4928

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?	Not applicable - no one in service.

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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large fenced garden with lawn, seating areas and play space.
Provide details of any other facilities to which the residents have access	Rural location - surrounded by quiet farm tracks and public footpaths through fields and woodland. Adjacent to Birribi's Licenced Care Farm - with access to supervised, staff led care farming and animal assisted therapy and learning activities.

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)	Yes
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 as no placements during the financial year.
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.	Systems in place - but no residents during the review year.
The extent to which people feel safe and protected from abuse and neglect.	Systems in place - but no residents during the review year.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Systems in place - but no residents during the review year.

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)	8
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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	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.	<p>Management positions will renew regular training annually or biannually, and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements.</p> <p>Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.</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 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>	
<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	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.	<p>Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements.</p> <p>Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.
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.	<p>one staff at one time are working the below pattern. This cycles between three shift team, all with one staff.</p> <p>8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off</p>
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	3
No. of posts vacant	6
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	0
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.
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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.	three staff at one time are working the below pattern. This cycles between three shift team, all with three staff. A deputy and a manager are also working 9-5 Monday - Friday 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	2

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

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

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

Service Details

Name of Service	Brynteg
Telephone Number	01348841203
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	2464
The maximum weekly fee payable during the last financial year?	4928

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	1
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?	As a Therapeutic Community house/community meetings are held which allow young people and adults to share how they are feeling and talk about any positive or difficult experiences that they have had during the day. This provides the opportunity for all members of the community to support each other, acknowledge their own emotions, have an awareness of others and begin to develop empathy. A therapeutic community model helps by providing a framework for consulting with, and fully involving children, in their care journey. House/community meetings maximise their participation in the running of the home and help to create a culture of openness, respect and equality.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
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	The home is in a quiet rural setting and has a large lawn for active play and leisure as well as flower beds with shrubs and hedging. There is a patio area outside the dining room which allows for a pleasant space to eat meals together outside in good weather.

Provide details of any other facilities to which the residents have access	The rural location of the home allows easy access to a variety of beautiful beaches in Pembrokeshire, woodland, sports and leisure centres and other attractions. Public transport links to trains and buses enable older residents to build skills and confidence to travel independently to college or work placements.
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>As a Therapeutic Community house/community meetings are held which allow young people and adults to share how they are feeling and talk about any positive or difficult experiences that they have had during the day. This provides the opportunity for all members of the community to support each other, acknowledge their own emotions, have an awareness of others and begin to develop empathy. A therapeutic community model helps by providing a framework for consulting with, and fully involving children, in their care journey. House/community meetings maximise their participation in the running of the home and help to create a culture of openness, respect and equality.</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>Children and young people are provided with a physically and emotionally safe environment, which is person-centered and homely. The staff team provide consistency and stability with structures and clear boundaries to enable young people to create trusting relationships with the adults that care for them. Young people can form a sense of who they are, build confidence and self-worth, within a safe and secure base. It is our aim to support and encourage young people to achieve their full potential in all areas of development and to continue their journey into young adulthood.</p> <p>The trauma-informed approach spans across home and school to provide an integrated support to each young person's development. We therefore support our schools, home communities and other professionals in understanding the value of trusted relationships for these children – relationships which heal minds, brains and bodies. Key conversational skills in addressing and making sense of what has happened in the past, are central to our work as is an integrated approach across school/ home/ community culture. We work to establish excellent working relationships with local schools and collaborate to form a shared understanding of the issues that our young people face and the impact of childhood adversity on their social-emotional development.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Governance group meets regularly and reports to the Board of Directors. Home managers are responsible for ensuring that children and young people are safe and protected from abuse and neglect. Clear systems of line management are in place and Managers engage in regular line management supervision themselves and provide feedback and reports on key performance indicators and evidence of how safety and protection is provided.</p> <p>Summary reviews/ reports are compiled by the Operational Manager and presented to the RI – these reports summarise the evidence from the Home Managers of effective leadership and oversight and how they ensure staff work effectively to provide safe care and protection of children and young people from abuse and neglect.</p> <p>Monthly monitoring and quality assurance checks are carried out within the home following a comprehensive and structured format. This process is an opportunity for the Manager to ensure that the service meets the organisational standards across a range of defined areas on a regular basis. The monthly reports are analysed by the managers and regular audits are carried out to form a structured approach to quality improvement as well as being able to address any short-falls promptly and efficiently. The Manager reports on all matters detailed in the legislation and made available to the Operations Manager and Governance group.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home provides medium to long-term residential care in a therapeutic community environment, so that all basic needs are met to the highest standards and promote the achievement of positive outcomes in wellbeing, education and relationships.</p> <p>The staff team work with children to provide a non-institutionalised environment which is young person-centred, safe, warm, stable, friendly and therapeutic, with clear, firm, consistent boundaries.</p> <p>The individual's holistic needs are assessed to create a framework for support in physical, emotional, social, cultural, developmental, spiritual and in education/learning - and to implement plans and strategies which address and meet these needs.</p> <p>We use the framework of the Outcome Star to work collaboratively with each young person in key-worker sessions, to identify the areas of growth and learning which would benefit their present and future life (e.g. emotional and cognitive development, development of physical, social, practical and interpersonal skills) and to implement plans and strategies which enable progress towards these wellbeing outcomes.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements.</p> <p>Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.</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 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>	
<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	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.	<p>Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements. Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice.</p> <p>They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.</p>
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.	one at one time are working the below pattern. This cycles between three shift team, all with one staff. 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off
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	10
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	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.
Contractual Arrangements	
No. of permanent staff	10
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)	10
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.	Three staff at one time are working the below pattern. This cycles between three shift team, all with three staff. 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off
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	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Name of Service	Pencoed Farm
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Telephone Number	01994453593
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2464
The maximum weekly fee payable during the last financial year?	4928

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
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?	As a Therapeutic Community house/community meetings are held which allow young people and adults to share how they are feeling and talk about any positive or difficult experiences that they have had during the day. This provides the opportunity for all members of the community to support each other, acknowledge their own emotions, have an awareness of others and begin to develop empathy. A therapeutic community model helps by providing a framework for consulting with, and fully involving children, in their care journey. House/community meetings maximise their participation in the running of the home and help to create a culture of openness, respect and equality.

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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is in a quiet rural, farm setting and has a large lawn for active play and leisure as well as shrubs and hedging. There is a patio area outside the farmhouse which allows for a pleasant space to eat meals together outside in good weather.

Provide details of any other facilities to which the residents have access	The farm location enables children to have easy access to supervised sessions on the attached Care Farm, so that there are opportunities to help with feeding and looking after a variety of friendly goats, sheep, ponies, chickens and pigs. The rural location of the home allows easy access to a variety of beautiful beaches, woodlands, sports and leisure centres and other attractions. Public transport links to trains and buses enable older residents to build skills and confidence to travel independently to college or work placements.
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The individual's holistic needs are assessed to create a framework for support in physical, emotional, social, cultural, developmental, spiritual and in education/learning - and to implement plans and strategies which address and meet these needs.</p> <p>We use the framework of the Outcome Star to work collaboratively with each young person in key-worker sessions, to identify the areas of growth and learning which would benefit their present and future life (e.g. emotional and cognitive development, development of physical, social, practical and interpersonal skills) and to implement plans and strategies which enable progress towards these wellbeing outcomes. The trauma-informed approach spans across home and school to provide an integrated support to each young person's development. We therefore support our schools, home communities and other professionals in understanding the value of trusted relationships for these children – relationships which heal minds, brains and bodies. Key conversational skills in addressing and making sense of what has happened in the past, are central to our work as is an integrated approach across school/ home/ community culture. We work to establish excellent working relationships with local schools and collaborate to form a shared understanding of the issues that our young people face and the impact of childhood adversity on their social-emotional development.</p> <p>As a Therapeutic Community house/community meetings are held which allow young people and adults to share how they are feeling and talk about any positive or difficult experiences that they have had during the day. This provides the opportunity for all members of the community to support each other, acknowledge their own emotions, have an awareness of others and begin to develop empathy. A therapeutic community model helps by providing a framework for consulting with, and fully involving children, in their care journey. House/community meetings maximise their participation in the running of the home and help to create a culture of openness, respect and equality.</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>Children and young people are provided with a physically and emotionally safe environment, which is person-centered and homely. The staff team provide consistency and stability with structures and clear boundaries to enable young people to create trusting relationships with the adults that care for them. Young people can form a sense of who they are, build confidence and self-worth, within a safe and secure base. It is our aim to support and encourage young people to achieve their full potential in all areas of development and to continue their journey into young adulthood.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Responsible Individual visits the home regularly (at least every 3 months) to monitor and review the performance of the service according to legislation and the statement of purpose. During these visits she will make herself available to talk with children and young people in placement and the therapeutic care staff. During this visit the Responsible Individual will be looking for evidence of the quality and standards of the home. The responsible individual has a key duty of care to enable clear systems and processes for quality assurance, complaints or concerns, Risk management, outcome monitoring and assessment, safety and effectiveness of the service. Birribi continues to follow standard infection control measures and actions to reduce the risk of transmission of infectious diseases.</p> <p>To succeed in improving young peoples' experiences of residential care, it is important that we use a systematic, structured approach that gives feedback on the progress of the organisation and services that we provide.</p> <p>The Governance group meets regularly and reports to the Board of Directors. Home managers are responsible for ensuring that children and young people are safe and protected from abuse and neglect. Clear systems of line management are in place and Managers engage in regular line management supervision themselves and provide feedback and reports on key performance indicators and evidence of how safety and protection is provided.</p> <p>Summary reviews/ reports are compiled by the Operational Manager and presented to the RI – these reports summarise the evidence from the Home Managers of effective leadership and oversight and how they ensure staff work effectively to provide safe care and protection of children and young people from abuse and neglect.</p> <p>Monthly monitoring and quality assurance checks are carried out within the home following a comprehensive and structured format. This process is an opportunity for the Manager to ensure that the service meets the organisational standards across a range of defined areas on a regular basis. The monthly reports are analysed by the managers and regular audits are carried out to form a structured approach to quality improvement as well as being able to address any short-falls promptly and efficiently. The Manager reports on all matters detailed in the legislation and made available to the Operations Manager and Governance group.</p>

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

We recognise the importance of a well-structured programme for young people and a clearly managed and organised home. To this end the structure of the home staff team is constructed by the home manager and deputy manager, who work closely with the therapeutic team to ensure that there are multiple opportunities for guided reflective practice – through case consultation, facilitated discussions in team meetings and mentoring for keyworkers. Our therapeutic systems and structures provide emotional 'containment' and address behavioural problems that children and young people present, through building pro-social skills and enhancing protective factors. The staff team are supported in creating structured daily routines combined with appropriate levels of supervision and oversight to maintain a safe living and learning environment. They will access scheduled key-worker sessions as well as social learning opportunities in the course of the ordinary interactions of everyday life.

A high standard of care which is achieved by providing children with a physically and emotionally safe environment, which is young person-centered and homely. The home provides consistency and stability with structures and clear boundaries to enable young people to create trusting relationships with the adults that care for them. Young people can form a sense of who they are, build confidence and self-worth, within a safe and secure base. It is our aim to support and encourage young people to achieve their full potential in all areas of development and to continue their journey into young adulthood.

The individual's holistic needs are assessed to create a framework for support in physical, emotional, social, cultural, developmental, spiritual and in education/learning - and to implement plans and strategies which address and meet these needs.

We use the framework of the Outcome Star to work collaboratively with each young person in key-worker sessions, to identify the areas of growth and learning which would benefit their present and future life (e.g. emotional and cognitive development, development of physical, social, practical and interpersonal skills) and to implement plans and strategies which enable progress towards these wellbeing outcomes.

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)	14
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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	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.	Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements. Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.

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
<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.	Management positions will renew regular training annually or biannually, and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements. Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	

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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.
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.

One staff at one time are working the below pattern . This cycles between three shift team, all with one staff.

8:00 -23:00
7:00 - 8:30
8:00 -23:00
7:00 - 8:30
8:00 -23:00
7:00 - 8:30
Off
off
off

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

2

Other social care workers providing direct care

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

9

No. of posts vacant

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

4

Health & Safety

9

Equality, Diversity & Human Rights

9

Infection, prevention & control

9

Manual Handling

9

Safeguarding

9

Medicine management

9

Dementia

0

Positive Behaviour Management

9

Food Hygiene

9

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

Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.

Contractual Arrangements

No. of permanent staff

9

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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.	Three staff at one time are working the below pattern. This cycles between three shift team, all with three staff. A deputy and a manager are also working 9-5 Monday - Friday 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off
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	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	Ty Melyn
Telephone Number	01834891720
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	Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2464
The maximum weekly fee payable during the last financial year?	4928

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	4
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?	As a Therapeutic Community house/community meetings are held which allow young people and adults to share how they are feeling and talk about any positive or difficult experiences that they have had during the day. This provides the opportunity for all members of the community to support each other, acknowledge their own emotions, have an awareness of others and begin to develop empathy. A therapeutic community model helps by providing a framework for consulting with, and fully involving children, in their care journey. House/community meetings maximise their participation in the running of the home and help to create a culture of openness, respect and equality.

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	The home is in a quiet rural, setting and with extensive lawn areas for active play and leisure as well as shrubs and hedging. There is a patio area outside the house which allows for a pleasant space to eat meals together outside in good weather.
Provide details of any other facilities to which the residents have access	The rural location of the home allows easy access to a variety of beautiful beaches and coastal walks in Pembrokeshire. There are woodland walks nearby, sports and leisure centres and other outdoor leisure attractions. Public transport links to trains and buses enable older residents to build skills and confidence to travel independently to college or work placements.

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)	Yes

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.

Core themes in the home's offer for children are:

- Therapeutic community practice: developed through ongoing membership of the Royal College of Psychiatrists, Community of Communities – working together to create positive experiences with young people which will support their social-emotional development – building aspirations and achievement in education, social learning and confidence.

- Children and young people's participation: creating opportunities for young people's involvement in shaping the home environment, learning how to work with others, negotiate, question and challenge others through being part of a social group. This theme is driving home managers to create: Opportunity – children and young people are given space to express their views. Voice - Children and young people are facilitated in expressing their views. Listen - We aim to become better listeners in 1:1 and group spaces. Empower: As we hear ideas and views, we engage with young people to help in actioning change - We empower young people to influence change

- Team working and group processes: The SPM is a monthly opportunity for the home, education and therapy leads to meet, collaborate and review change and progress towards aims and goals in the strengths-based approach to social learning, growth and development.

- Quality improvement, safety and creating a positive culture of learning – particularly the learning that comes from difficult experiences, mistakes or incidents of damage or risk.

Young people's voices and participation. This has been a real theme and highlight of the last six months. In building therapeutic community practice across the homes, although still a 'work-in-progress', community meetings are becoming a more regular part of the daily routine. Visits to join community meetings are happening now across the whole staff mix with teachers and therapy team members regularly joining community meetings. The home management teams have all been working hard on completing the self-assessment quality improvement workbook against the standards for therapeutic community practice set through the Community of Communities at the Royal College of Psychiatrists. A number of our older adolescents have been engaging really positively in joining workshops or hosting group conversations with visitors to the homes.

<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>Home managers are responsible for ensuring that care is provided for children and young people which follows the Youth Centred Integrated Approach (YCIA) multi-systemic model. The multi-systemic model (YCIA) forms the framework to ensure that the therapeutic interventions support all aspects of the child/young person's social, emotional and cognitive development. The therapeutic approach in itself holds core values at the centre: social learning, participation within social groups, feedback and multiple opportunities for children to have their voices heard. There is evidence of the involvement of children and young people in developing their goals and objectives within the work that they do with their key worker and other coaches on the outcome star. The therapeutic approach appears to be bedding in. The evidence for this is in multiple sources of staff feedback through RI visits, external visitors, local authority contract monitoring, and staff surveys.</p> <p>The encouragement for Social Workers is to engage regularly in review meetings with the home teams and young person themselves which also helps to keep children's voices at the centre of their care experience. The gathering of information for CLAR reports is carried out more in advance and collaboratively with young people of themselves, so that they have more opportunities to give feedback and make changes to their personal objectives and hopes for the future.</p> <p>The use of external advocacy is encouraged, although the level of involvement in regular reviews of their progress in the placement and objectives for the future, embeds, strong advocacy from the placement itself. There have been examples of young people successfully using advocacy in recent months – and this has been noted particularly where the young person has a different view about their placement and their future to that of their local authority. When young people have worked out how to engage successfully with an advocate, those young people are supported in being part of 'peer-to-peer' learning/ support workshops, where knowledge, understanding and experience of using advocacy can be shared to encourage greater take up.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Responsible Individual visits the home regularly (at least every 3 months) to monitor and review the performance of the service according to legislation and the statement of purpose. During these visits she will make herself available to talk with children and young people in placement and the therapeutic care staff. During this visit the Responsible Individual will be looking for evidence of the quality and standards of the home. The responsible individual has a key duty of care to enable clear systems and processes for quality assurance, complaints or concerns, Risk management, outcome monitoring and assessment, safety and effectiveness of the service. Birribi continues to follow standard infection control measures and actions to reduce the risk of transmission of infectious diseases.</p> <p>To succeed in improving young peoples' experiences of residential care, it is important that we use a systematic, structured approach that gives feedback on the progress of the organisation and services that we provide.</p> <p>The Governance group meets regularly and reports to the Board of Directors. Home managers are responsible for ensuring that children and young people are safe and protected from abuse and neglect. Clear systems of line management are in place and Managers engage in regular line management supervision themselves and provide feedback and reports on key performance indicators and evidence of how safety and protection is provided.</p> <p>Summary reviews/ reports are compiled by the Operational Manager and presented to the RI – these reports summarise the evidence from the Home Managers of effective leadership and oversight and how they ensure staff work effectively to provide safe care and protection of children and young people from abuse and neglect.</p> <p>Monthly monitoring and quality assurance checks are carried out within the home following a comprehensive and structured format. This process is an opportunity for the Manager to ensure that the service meets the organisational standards across a range of defined areas on a regular basis. The monthly reports are analysed by the managers and regular audits are carried out to form a structured approach to quality improvement as well as being able to address any short-falls promptly and efficiently. The Manager reports on all matters detailed in the legislation and made available to the Operations Manager and Governance group.</p>

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

The home works within governance arrangements in place to support people who use the service to live in a safe and suitable home environment / therapeutic environment. The senior management restructuring process has resulted in clearer definition of roles and responsibilities for the Board and Senior Managers. The Senior Management team has been further strengthened with the addition of the 'Assistant Operational Manager's position. The home manager and deputy manager are responsible for ensuring that accommodation, resources and facilities are provided for children and young people – in order to follow the YCIA therapeutic model and enable progress in achieving their personal outcomes. The home manager is responsible for following a maintenance plan and any improvements to the home are effectively completed. Monthly monitoring reports are produced by managers to ensure progress reports in meeting the standards of maintenance and improvements to the premises (both internal and external).
 Farm and outdoor learning. Children also have access to Birribi's care farm at Pencoed Farm and the team there have worked extremely hard to achieve formal recognition and achieved accreditation as a Care Farm in July 2022. There has been evidence of a significant increase in opportunities to connect with and learn from nature and the natural environment around us and a greater number of sessions offered by the farm staff. More meetings, groups, conversations, learning activities, play and exercising have been happening in the natural outdoor environment. Central office meeting spaces: There has been an increase in the access to and use of the offices in Narberth – and this space is developing as a positive environment for meetings, hosting visitors, support for access to friends in the community and positive family experiences. The offices provide a comfortable environment and supporting family meetings in other community settings that are welcoming and comfortable for young people and their relatives.

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)	14
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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.	Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements. Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management positions will renew regular training annually or biannually. and will attend PACE, ACES, Trauma, alongside the staff teams. They will also attend reflective practice sessions, Supervisions with external provision, and targeted CPD based on their role within the business and pertinent to the registration bodies requirements. Basic training requirements are also met via Elearning modules. Management are trained to level 3 in safeguarding.
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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.

One staff at one time are working the below pattern . This cycles between three shift team, all with One staff. A deputy and a manager are also working 9-5 Monday - friday
 8:00 -23:00
 7:00 - 8:30
 8:00 -23:00
 7:00 - 8:30
 8:00 -23:00
 7:00 - 8:30
 Off
 off
 off

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

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

9

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

4

Health & Safety

9

Equality, Diversity & Human Rights

9

Infection, prevention & control

9

Manual Handling

9

Safeguarding

9

Medicine management

9

Dementia

0

Positive Behaviour Management

9

Food Hygiene

9

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

Those new to the service will have received training in ACES, PACE, Therapeutic childworking, active listening, team working, Trauma and reflective practice. They will also have completed PREVENT, stress management, COSHH, activities and exercise, fire safety, and first aid awareness.

Contractual Arrangements

No. of permanent staff

9

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
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.	Three staff at one time are working the below pattern. This cycles between three shift team, all with Three staff. 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 8:00 -23:00 7:00 - 8:30 Off off off
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	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