

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:	Bluestones Medical Complex Care Limited
The provider was registered on:	16/06/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Tulip House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	12/12/2022
	Responsible Individual(s)	Patricia Stratford
	Manager(s)	Linda Williams
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service
	Bluestones Medical Complex Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/06/2022
	Responsible Individual(s)	Patricia Stratford
	Manager(s)	Darren Logue
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service
	Bluestones Medical Complex Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/06/2022
	Responsible Individual(s)	Patricia Stratford
	Manager(s)	Darren Logue
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
Lily House		
Service Type	Care Home Service	
Type of Care	Childrens Home	
Approval Date	25/01/2023	
Responsible Individual(s)	Patricia Stratford	
Manager(s)	Linda Williams	
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	Staff training is aligned to the personality & needs of the children in our care, along with statutory requirements. A pre-assessment is conducted, identifying the child's needs. Staff members then start training and compliance, completing e-learning and mandatory basic life support and manual handling. Thereafter, induction includes systems training, care planning, & completing specific training about the child they will care for. Training is provided by a third party or in-house instructor.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment process is tailored to meet the needs of the children in our care. The process starts with a pre-assessment, identifying the child's needs and what they want in terms of the staff that look after them. Once we find appropriate staff, we hold a pre-screening session which, if successful, leads to an interview before entering our compliance stage, where we retrieve documentation to ensure they are eligible to work with our children. A 3 Month probationary period then starts.

Service Profile

Service Details

Name of Service	Bluestones Medical Complex Care Limited
Telephone Number	01244445072
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 hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	Service not in use.

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.	Service not in use.
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.	Service not in use.
The extent to which people feel safe and protected from abuse and neglect.	Service not in use.

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) 1

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

Manual Handling	1
Safeguarding	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.	n/a
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	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Bluestones Medical Complex Care Limited
Telephone Number	01244445072
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 hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	Service not in use.

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.	Service not in use.
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.	Service not in use.
The extent to which people feel safe and protected from abuse and neglect.	Service not in use.

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)	1
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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
Manual Handling	1	

Safeguarding	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.	n/a
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	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Lily House
Telephone Number	01244 445 072
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	6998.08
The maximum weekly fee payable during the last financial year?	27804.47

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?	<p>We are across all social media platforms and promote our services across all. We engage with staff daily surrounding the activities that go on within' the service and promote that internally and externally.</p> <ul style="list-style-type: none"> - Social Media Posts - Employees of the month per service - Blogs on social media and our website - Service events and multi-service days out - Multi-service educational and activity days, which we then promote - Promoting the latest in Social Care across our platforms

Service Environment

How many bedrooms at the service are single rooms?	1
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	<p>Residents have access to:</p> <ul style="list-style-type: none"> - Front Garden with a driveway. - Rear Garden that is flagstoned - Communal Allotment that all services under Bluestones Medical Complex Care have access to. It is used to grow produce and for educational/life skill purposes.
Provide details of any other facilities to which the residents have access	We do not currently have additional facilities outside of the individual services.

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.

We have a number of systems in place to ensure that children's voices are heard. We have regular meetings with children to discuss their needs and wishes, and we also have a system of complaints and feedback. We take all feedback seriously, and we use it to improve our services.

We also believe that children should have choice about their care and support. We offer a range of services, and we work with children to choose the services that are right for them. We also encourage children to participate in decision-making about their care, such as choosing their meals and activities.

We believe that all children should have opportunities to learn and grow. We offer a range of educational and recreational activities, and we also work with children to develop their skills and talents. We believe that all children have the potential to succeed, and we are committed to helping them reach their full potential.

Here are some specific examples of how we ensure that children's voices are heard, they have choice about their care and support, and opportunities are made available to them:

We have a dedicated children's IMPACT manager who is responsible for ensuring that children's rights are upheld.

We have a complaints and feedback system that allows children to raise concerns about their care.

We have a system of regular meetings with children to discuss their needs and wishes.

We encourage activities, and we work with children to choose the activities that are right for them.

We encourage children to participate in decision-making about their care.

We offer a range of educational practices.

We work with children to develop their skills and talents.

We believe that all children deserve to be heard, respected, and supported. We are committed to creating a safe and nurturing environment where our children can thrive.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We offer a wide range of services to support children's health, development, and overall well-being. These include:

Physical health: We provide comprehensive medical care, including regular check-ups, treatment for illnesses. We also work to promote healthy eating and physical activity.

Intellectual development: We provide a stimulating and challenging learning environment, where children can explore their interests and reach their full potential. We offer a variety of educational programs, including academic instruction, enrichment activities, and vocational training.

Social development: We help children develop positive social skills and relationships. We provide opportunities for children to interact with their peers, staff, and the community. We also offer counseling and support services to help children cope with difficult emotions and experiences.

Behavioral development: We help children develop appropriate behavior and coping skills. We provide positive reinforcement and guidance, and we work with children to identify and address the underlying causes of behavioral problems.

In addition to these services, we also offer a variety of other support services to help children in our care, such as:

Here are some specific examples of how we ensure the happiness and well-being of children in our care:

We create a home-like environment where children feel safe and loved.

We provide a nurturing environment where children can learn and grow.

We offer a variety of activities and programs that are designed to meet the needs of each child.

We work with children, professionals and their families to develop individualized care plans.

We provide ongoing training and support to our staff so that they can provide the best possible care for children.

We are committed to providing high-quality care for all children in our care. We believe that every child deserves a happy and healthy childhood, and we are dedicated to making that happen.

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

All children have the right to be safe and protected from harm. All children have the right to be heard and listened to. All staff have a responsibility to report any concerns about a child's safety. All concerns about a child's safety will be investigated promptly and thoroughly. We have a number of procedures in place to help us to safeguard children in our care. These include:

Staff training: All staff are required to undergo comprehensive training on safeguarding children. This training covers topics such as child abuse and neglect, how to identify signs of abuse, and how to report concerns.

Risk assessments: We carry out regular risk assessments for all of our residents. These assessments identify any potential risks to a child's safety and put in place measures to mitigate those risks.

Supervision: All staff are supervised on a regular basis. This supervision helps to ensure that staff are following our safeguarding policies and procedures.

Open communication: We encourage children to communicate openly with us about their concerns. We have a number of ways for children to do this, including one-to-one conversations, group discussions, and anonymous reporting.

We are committed to providing a safe and supportive environment for all of our children. If you have any concerns about a child's safety, please do not hesitate to contact us.

In addition to our safeguarding policy, we also have a number of other measures in place to help to protect children from abuse and neglect. These include:

A strong focus on relationships: We believe that strong relationships between children and staff are essential for safeguarding children. We encourage staff to get to know the children in their care and to build trusting relationships with them.

A focus on emotional well-being: We believe that emotional well-being is just as important as physical well-being. We provide a range of support services to help children to manage their emotions and to cope with any challenges they may be facing.

A focus on prevention: We believe that it is better to prevent abuse and neglect from happening in the first place. We work with children and families to identify and address any potential risks to a child's safety.

We are committed to doing everything we can to protect children from abuse and neglect. If you have any concerns about a child's safety, please do not hesitate to contact us.

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

We have small, family-style homes to create a nurturing environment, as well as larger homes for children who require larger staffing arrangements.

We carefully select our staff via our pre-assessment stage to ensure that they are qualified, experienced, and compassionate. Our staff are trained to provide the emotional and practical support that children in care need.

We create a positive and supportive environment in our homes. We encourage children to participate in activities that they enjoy, and we provide opportunities for them to build relationships with their peers and staff.

We work closely with children, professionals and their families to develop individual care plans. These plans identify the child's needs and goals, and they guide the way in which we provide care.

We believe that by providing quality accommodation and support, we can help children in care to reach their full potential.

In addition to the above, we also take the following steps to ensure that our accommodation supports the achievement of children's personal outcomes:

We provide a safe and secure environment where children feel safe to express themselves and explore their interests.

We offer a range of activities and programs that are designed to help children develop their skills and talents.

We work with children to identify their goals and develop a plan to achieve them.

We provide support and encouragement to help children reach their goals.

We believe that by providing a supportive and nurturing environment, we can help children in care to achieve their full potential.

We are committed to providing the best possible care for the children in our care, and we believe that quality accommodation is an essential part of this. We are constantly working to improve our accommodation and support services, and we are always looking for new ways to help children in care thrive.

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)

2

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	<p>Communication</p> <p>Complaints Handling</p> <p>Conflict Resolution</p> <p>Consent</p> <p>Dementia Awareness</p> <p>Duty of Care in Health and Social Care</p> <p>Equality, Diversity and Human Rights</p> <p>Fire Safety</p> <p>Fluids and Nutrition</p> <p>Food Hygiene</p> <p>General Data Protection Regulations</p> <p>Handling Medication & Avoiding Drug Errors - Level 2</p> <p>Health, Safety and Welfare</p> <p>Infection Prevention & Control inc COVID-19 Protocols Level 2</p> <p>Information Governance including Cyber Security</p> <p>Learning Disabilities Awareness</p> <p>Lone Worker</p> <p>Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS)</p> <p>Moving and Handling Level 1</p> <p>Moving and Handling Level 2</p> <p>Privacy And Dignity In Health And Social Care</p> <p>Promoting Person Centred Care In Health And Social Care</p> <p>Reducing Restraints in Health and Social Care</p> <p>Resuscitation: Adult Basic Life Support - incl safe use of AEDs</p> <p>SOVA & SOCA Level 3</p> <p>PMVA</p> <p>Practical Manual Handling</p> <p>Practical Basic Life Support Defibrillator Awareness and Basic First Aid</p> <p>PMVA</p> <p>Self Harm</p> <p>Ligature</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
<div style="border: 1px solid green; padding: 5px;"> Staff Qualifications </div>	
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
<div style="background-color: #e0e0e0; padding: 5px;">Deputy service manager</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> Filled and vacant posts </div>	
No. of staff in post	0
No. of posts vacant	1
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Complaints Handling Conflict Resolution Consent Dementia Awareness Duty of Care in Health and Social Care Equality, Diversity and Human Rights Fire Safety Fluids and Nutrition Food Hygiene General Data Protection Regulations Handling Medication & Avoiding Drug Errors - Level 2 Health, Safety and Welfare Infection Prevention & Control inc COVID-19 Protocols Level 2 Information Governance including Cyber Security Learning Disabilities Awareness Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS) Moving and Handling Level 1 Moving and Handling Level 2 Privacy And Dignity In Health And Social Care Promoting Person Centred Care In Health And Social Care Reducing Restraints in Health and Social Care Resuscitation: Adult Basic Life Support - incl safe use of AEDs SOVA & SOCA Level 3 PMVA Practical Manual Handling Practical Basic Life Support Defibrillator Awareness and Basic First Aid PMVA Self Harm Ligature
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<div style="background-color: #e0e0e0; padding: 2px;">Other supervisory staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Nursing care staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	8

No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Communication</p> <p>Complaints Handling</p> <p>Conflict Resolution</p> <p>Consent</p> <p>Dementia Awareness</p> <p>Duty of Care in Health and Social Care</p> <p>Equality, Diversity and Human Rights</p> <p>Fire Safety</p> <p>Fluids and Nutrition</p> <p>Food Hygiene</p> <p>General Data Protection Regulations</p> <p>Handling Medication & Avoiding Drug Errors - Level 2</p> <p>Health, Safety and Welfare</p> <p>Infection Prevention & Control inc COVID-19 Protocols Level 2</p> <p>Information Governance including Cyber Security</p> <p>Learning Disabilities Awareness</p> <p>Lone Worker</p> <p>Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS)</p> <p>Moving and Handling Level 1</p> <p>Moving and Handling Level 2</p> <p>Privacy And Dignity In Health And Social Care</p> <p>Promoting Person Centred Care In Health And Social Care</p> <p>Reducing Restraints in Health and Social Care</p> <p>Resuscitation: Adult Basic Life Support - incl safe use of AEDs</p> <p>SOVA & SOCA Level 3</p> <p>PMVA</p> <p>Practical Manual Handling</p> <p>Practical Basic Life Support Defibrillator Awareness and Basic First Aid</p> <p>PMVA</p> <p>Self Harm</p> <p>Ligature</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	11
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staffing level – 2:1 Basis, including waking night. (Levels dependent on young persons needs) Current Needs: 2:1 Days - 8 AM - 8 PM 2:1 Waking Night - 8 PM - 8 AM
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
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?	No
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	Tulip House
Telephone Number	01244445072
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	8485.91
The maximum weekly fee payable during the last financial year?	16360.71

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?	<p>We are across all social media platforms and promote our services across all. We engage with staff daily surrounding the activities that go on within' the service and promote that internally and externally.</p> <ul style="list-style-type: none"> - Social Media Posts - Employees of the month per service - Blogs on social media and our website - Service events and multi-service days out - Multi-service educational and activity days, which we then promote - Promoting the latest in Social Care across our platforms

Service Environment

How many bedrooms at the service are single rooms?	1
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	<p>Residents have access to:</p> <ul style="list-style-type: none"> - Front Garden with a driveway. - Rear Garden that is flagstoned - Communal Allotment that all services under Bluestones Medical Complex Care have access to. It is used to grow produce and for educational/life skill purposes.
Provide details of any other facilities to which the residents have access	We do not currently have additional facilities outside of the individual services.

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

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.

We have a number of systems in place to ensure that children's voices are heard. We have regular meetings with children to discuss their needs and wishes, and we also have a system of complaints and feedback. We take all feedback seriously, and we use it to improve our services.

We also believe that children should have choice about their care and support. We offer a range of services, and we work with children to choose the services that are right for them. We also encourage children to participate in decision-making about their care, such as choosing their meals and activities.

We believe that all children should have opportunities to learn and grow. We offer a range of educational and recreational activities, and we also work with children to develop their skills and talents. We believe that all children have the potential to succeed, and we are committed to helping them reach their full potential.

Here are some specific examples of how we ensure that children's voices are heard, they have choice about their care and support, and opportunities are made available to them:

We have a dedicated children's IMPACT manager who is responsible for ensuring that children's rights are upheld.

We have a complaints and feedback system that allows children to raise concerns about their care.

We have a system of regular meetings with children to discuss their needs and wishes.

We encourage activities, and we work with children to choose the activities that are right for them.

We encourage children to participate in decision-making about their care.

We offer a range of educational practices.

We work with children to develop their skills and talents.

We believe that all children deserve to be heard, respected, and supported. We are committed to creating a safe and nurturing environment where our children can thrive.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We offer a wide range of services to support children's health, development, and overall well-being. These include:

Physical health: We provide comprehensive medical care, including regular check-ups, treatment for illnesses. We also work to promote healthy eating and physical activity.

Intellectual development: We provide a stimulating and challenging learning environment, where children can explore their interests and reach their full potential. We offer a variety of educational programs, including academic instruction, enrichment activities, and vocational training.

Social development: We help children develop positive social skills and relationships. We provide opportunities for children to interact with their peers, staff, and the community. We also offer counseling and support services to help children cope with difficult emotions and experiences.

Behavioral development: We help children develop appropriate behavior and coping skills. We provide positive reinforcement and guidance, and we work with children to identify and address the underlying causes of behavioral problems.

In addition to these services, we also offer a variety of other support services to help children in our care, such as:

Here are some specific examples of how we ensure the happiness and well-being of children in our care:

We create a home-like environment where children feel safe and loved.

We provide a nurturing environment where children can learn and grow.

We offer a variety of activities and programs that are designed to meet the needs of each child.

We work with children, professionals and their families to develop individualized care plans.

We provide ongoing training and support to our staff so that they can provide the best possible care for children.

We are committed to providing high-quality care for all children in our care. We believe that every child deserves a happy and healthy childhood, and we are dedicated to making that happen.

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

All children have the right to be safe and protected from harm. All children have the right to be heard and listened to. All staff have a responsibility to report any concerns about a child's safety. All concerns about a child's safety will be investigated promptly and thoroughly. We have a number of procedures in place to help us to safeguard children in our care. These include:

Staff training: All staff are required to undergo comprehensive training on safeguarding children. This training covers topics such as child abuse and neglect, how to identify signs of abuse, and how to report concerns.

Risk assessments: We carry out regular risk assessments for all of our residents. These assessments identify any potential risks to a child's safety and put in place measures to mitigate those risks.

Supervision: All staff are supervised on a regular basis. This supervision helps to ensure that staff are following our safeguarding policies and procedures.

Open communication: We encourage children to communicate openly with us about their concerns. We have a number of ways for children to do this, including one-to-one conversations, group discussions, and anonymous reporting.

We are committed to providing a safe and supportive environment for all of our children. If you have any concerns about a child's safety, please do not hesitate to contact us.

In addition to our safeguarding policy, we also have a number of other measures in place to help to protect children from abuse and neglect. These include:

A strong focus on relationships: We believe that strong relationships between children and staff are essential for safeguarding children. We encourage staff to get to know the children in their care and to build trusting relationships with them.

A focus on emotional well-being: We believe that emotional well-being is just as important as physical well-being. We provide a range of support services to help children to manage their emotions and to cope with any challenges they may be facing.

A focus on prevention: We believe that it is better to prevent abuse and neglect from happening in the first place. We work with children and families to identify and address any potential risks to a child's safety.

We are committed to doing everything we can to protect children from abuse and neglect. If you have any concerns about a child's safety, please do not hesitate to contact us.

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

We have small, family-style homes to create a nurturing environment, as well as larger homes for children who require larger staffing arrangements.

We carefully select our staff via our pre-assessment stage to ensure that they are qualified, experienced, and compassionate. Our staff are trained to provide the emotional and practical support that children in care need.

We create a positive and supportive environment in our homes. We encourage children to participate in activities that they enjoy, and we provide opportunities for them to build relationships with their peers and staff.

We work closely with children, professionals and their families to develop individual care plans. These plans identify the child's needs and goals, and they guide the way in which we provide care.

We believe that by providing quality accommodation and support, we can help children in care to reach their full potential.

In addition to the above, we also take the following steps to ensure that our accommodation supports the achievement of children's personal outcomes:

We provide a safe and secure environment where children feel safe to express themselves and explore their interests.

We offer a range of activities and programs that are designed to help children develop their skills and talents.

We work with children to identify their goals and develop a plan to achieve them.

We provide support and encouragement to help children reach their goals.

We believe that by providing a supportive and nurturing environment, we can help children in care to achieve their full potential.

We are committed to providing the best possible care for the children in our care, and we believe that quality accommodation is an essential part of this. We are constantly working to improve our accommodation and support services, and we are always looking for new ways to help children in care thrive.

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)

2

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	<p>Communication</p> <p>Complaints Handling</p> <p>Conflict Resolution</p> <p>Consent</p> <p>Dementia Awareness</p> <p>Duty of Care in Health and Social Care</p> <p>Equality, Diversity and Human Rights</p> <p>Fire Safety</p> <p>Fluids and Nutrition</p> <p>Food Hygiene</p> <p>General Data Protection Regulations</p> <p>Handling Medication & Avoiding Drug Errors - Level 2</p> <p>Health, Safety and Welfare</p> <p>Infection Prevention & Control inc COVID-19 Protocols Level 2</p> <p>Information Governance including Cyber Security</p> <p>Learning Disabilities Awareness</p> <p>Lone Worker</p> <p>Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS)</p> <p>Moving and Handling Level 1</p> <p>Moving and Handling Level 2</p> <p>Privacy And Dignity In Health And Social Care</p> <p>Promoting Person Centred Care In Health And Social Care</p> <p>Reducing Restraints in Health and Social Care</p> <p>Resuscitation: Adult Basic Life Support - incl safe use of AEDs</p> <p>SOVA & SOCA Level 3</p> <p>PMVA</p> <p>Practical Manual Handling</p> <p>Practical Basic Life Support Defibrillator Awareness and Basic First Aid</p> <p>PMVA</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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	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.	Communication Complaints Handling Conflict Resolution Consent Dementia Awareness Duty of Care in Health and Social Care Equality, Diversity and Human Rights Fire Safety Fluids and Nutrition Food Hygiene General Data Protection Regulations Handling Medication & Avoiding Drug Errors - Level 2 Health, Safety and Welfare Infection Prevention & Control inc COVID-19 Protocols Level 2 Information Governance including Cyber Security Learning Disabilities Awareness Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS) Moving and Handling Level 1 Moving and Handling Level 2 Privacy And Dignity In Health And Social Care Promoting Person Centred Care In Health And Social Care Reducing Restraints in Health and Social Care Resuscitation: Adult Basic Life Support - incl safe use of AEDs SOVA & SOCA Level 3 PMVA Practical Manual Handling Practical Basic Life Support Defibrillator Awareness and Basic First Aid PMVA
<div style="border: 1px solid black; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid black; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid black; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<div style="border: 1px solid black; padding: 2px;">Other supervisory staff</div>	
Does your service structure include roles of this type?	No
<div style="border: 1px solid black; padding: 2px;">Nursing care staff</div>	
Does your service structure include roles of this type?	No
<div style="border: 1px solid black; padding: 2px;">Registered nurses</div>	

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	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Complaints Handling Conflict Resolution Consent Dementia Awareness Duty of Care in Health and Social Care Equality, Diversity and Human Rights Fire Safety Fluids and Nutrition Food Hygiene General Data Protection Regulations Handling Medication & Avoiding Drug Errors - Level 2 Health, Safety and Welfare Infection Prevention & Control inc COVID-19 Protocols Level 2 Information Governance including Cyber Security Learning Disabilities Awareness Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS) Moving and Handling Level 1 Moving and Handling Level 2 Privacy And Dignity In Health And Social Care Promoting Person Centred Care In Health And Social Care Reducing Restraints in Health and Social Care Resuscitation: Adult Basic Life Support - incl safe use of AEDs SOVA & SOCA Level 3 PMVA Practical Manual Handling Practical Basic Life Support Defibrillator Awareness and Basic First Aid PMVA
<div style="border: 1px solid black; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5
<div style="border: 1px solid black; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staffing level – 2:1 Basis, including waking night. (Levels dependent on young persons needs) Current Needs: 2:1 Days 1 Waking Night - 8 PM - 8AM and 1 Sleep.
<div style="border: 1px solid black; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
<div style="border: 1px solid black; padding: 2px;">Domestic staff</div>	
Does your service structure include roles of this type?	No
<div style="border: 1px solid black; padding: 2px;">Catering staff</div>	
Does your service structure include roles of this type?	No
<div style="border: 1px solid black; padding: 2px;">Other types of staff</div>	

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