

# Annual Return 2022/2023

## Provider Information to be published

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

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

Provider name:	Brighter-Futures-Cymru Ltd	
The provider was registered on:	20/08/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lle Hyfryd	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	17/11/2021
	Responsible Individual(s)	Mark Lazarus
	Manager(s)	Chantelle Parry
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Pentbroke House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	20/08/2021
	Responsible Individual(s)	Mark Lazarus
	Manager(s)	Steven Pritchard
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service
	Gelli-Avon	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	27/10/2021
	Responsible Individual(s)	Mark Lazarus
	Manager(s)	Steven Pritchard
	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	The home and service have a workforce development plan which identifies training to be provided over the course of the year, the plan is updated and additional training sourced if needed. The development needs of the staff are critical in being able to support the children in our care, we use external professional for specific training course, these are face to face and then supplement online for the staff. Reviews are completed, competency assessment have been introduced.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The retention of staff has been a positive factor for the service, provide good quality inductions, refresher training and managers listen to staff through positive and open engagement with them. The RI speaks to staff, staff complete questionnaires on how we can improve on the care and support offered to them. They receive regular supervision, training and support. We focus on creating a positive ethos and culture across all our homes.

## Service Profile

### Service Details

Name of Service	Gelli-Avon
Telephone Number	01656841098
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	The home is working towards the active offer and is able to support the needs of the child or children who come to the home. There is evidence of Welsh Literature, music and culture being promoted in the home in line with the "Active Offer". In the event a child had additional language needs this would be considered at the point of referral and through the provider a assessment if need could be met.

## 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?	4375
The maximum weekly fee payable during the last financial year?	4500

### 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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>The RI visits the home on a regular basis in line with regulation 73 visits, in addition there is a regulation 80 quality review completed . The children and all stakeholders are asked to complete anonymous feedback to help inform and identify any areas of the service.</p> <p>Children express their views, wishes about their care through their personal planning meetings and reviews, an online platform called "All About Me", access to the complaints, exit interviews, meeting with the home manager and talking to the staff team in the home. We welcome feedback from all stakeholders as this helps us improve the quality of care for the children and young people living at the home.</p> <p>Staff complete exit interviews, we have piloted a staff forum for staff feedback, we talk to social workers and other key partners on how we can improve on the care and support provided at the home .</p>
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Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a rear enclosed garden area with Astro-turf lawn area. The garden is spacious and well maintained and has a seated area for the child and staff to enjoy the quiet of the outdoors. There is a large local park within a short walk from the home for the child to enjoy time with his friends, family or significant others.
Provide details of any other facilities to which the residents have access	The home is spacious and has areas where the child can have space for their family, friends or significant others to spend time with them. Outside of the home there is a leisure centre, local shops, train station, local cycle tracks, beaches, multiple sports clubs.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The children in our home have the availability to have their voices heard in several ways. Prior to arrival each child will be given a children's guide (in Welsh and or English), in this guide it will explain to the child what to expect when residing with us. When we have received a referral from social services we create a provider assessment to determine whether we can meet the children's needs. In the assessment we ensure we have received the risk assessment plan, previous care and support plans, chronology, individual education plans, personal education plans, health care plans, health assessments among others.</p> <p>We have a children's meetings once a fortnight, during these meetings the children will inform the chair of the meeting what is going well, not so well, any home improvements they would like along with any other business. One recent request from a young person was that he would like to have his bedroom decorated, the house meetings was then forwarded to the manager to action. The young person then sat with staff, chose a number of items to decorate his room and supported staff to paint &amp; build his new furniture. Our R.I completes regular reg 73 visits, during these he will speak with the young people to ask how they feel living in our care, what is going well, what can be improved and if they feel safe. This is then made available for the managers to see before, if needed being actioned on.</p> <p>When creating the children's personal / placement plans we will always (if appropriate and safe) discuss them with the young people, ask them if they approve or if they would like any changes to them. On our online system it will ask for the children's views on the document and this is where they have their opportunity to have input on their plans.</p> <p>Listening to the young people that reside in our care is a big part of why we are successful. We find it important to offer them some control over how the young people would like to be looked after. Our electronic case management system allows us to capture the wishes and feeling of our young people in the section "all about me". This section gives the young people the opportunity to tell us all about them from their point of view. The home is a big believer in empowering young people to make their own choices in life.</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>The foundation of our home relies on the trauma recovery model. The trauma recovery model which we use is an approach that focuses on helping the young people who have experienced trauma to heal and recover in a supportive and therapeutic environment. This model identifies that trauma can have long-lasting effects on a young person's mental, emotional, and physical well-being and aims to provide specialized care and interventions to address these effects. The trauma recovery model we use Gelli-Avon helps to identify the unique needs of the young people who have experienced trauma and provides a structured, therapeutic, and supportive environment to facilitate healing, recovery, and empowerment.</p> <p>To help each child to progress their health, development and overall wellbeing, intellectual, social and behavioural development we ensure upon their arrival we will create their personal plans, this is done alongside the child. In the personal plan we ensure we have the correct information, all the referral documentation has been received and to make sure the correct professionals are up to date. We then discuss with the young people how they would like to be looked after whilst working towards the National Well-Being Outcomes.</p> <p>The homes also have access to a clinical lead who meets with the young people on scheduled appointments and completes sessions with the young people. The lead can complete multiple supporting documents such as; SEDAL, SONAR and ABBAS to help best support the young people and staff. They will also complete outcome sessions with the young people in areas discussed with the management team and social worker. These are identified through the young person's personal plan and clinical documentation. The personal plan is reviewed through a MDT forum every 10-12 weeks with clear evidence of outcomes being achieved and actions taken by the home manager to further enable and support the child to meet their full potential. The RI visits the home on a regular basis (reg 73 visits) and completes a quality review every six months. During the regular visits the RI talks to the child or children, speaks to all stakeholders for their feedback and how we can improve on the care being provided or development of the staff team within the home. There are several layers of audits carried out internally by the home manager and senior management team.</p>

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

The provider assessment is completed following receipt of a referral which considers the needs, risks of the child and if the home can meet the needs against the homes statement of purpose. The personal plan and risk assessment identify the child's ACE's or journey through care, this includes their needs and associated risk factors.

The risk assessment is reviewed monthly or after any incident and the staff have to read this and sign prior to being able to log in to the electronic case management system.

The staff team focus on enabling the child to develop their awareness of risk taking, online exploitation, stranger danger, county lines are some examples of what is explored and discussed with the children.

The home has a missing from home protocol and all staff know what to do if a child were to go missing and what actions to take.

All children in our care are informed of their rights, how to make a complaint, who to speak to if they had a concern internal or how to raise a concern outside of the home to their social worker, Children's commissioner.

There are regular visits to the home by the RI who talks to the children to seek their views, concerns and how we can improve on the care and support being provided. The RI completes a quality review of the home which recognises good practice but how we can also improve on the care, support and safeguarding of the children in our care.

The welfare and safeguarding of the children remains our paramount concern. The manager and team at the home are supported by clinical leads on the care, support offered to the children. There are regular in-depth audits of the home which are carried out by the manager, senior management and the RI.

The home and service follows safer recruitment process and seek to recruit people with a passion and who will act as a Champion for the children in our care.

We provide a comprehensive staff induction program and this continues throughout their journey with us. There are regular refresher courses and also access to specialist training to support the needs of the children.

The home follows the code of conduct provided in the guidance from CIW and this is adopted through the staff handbook that we have uploaded onto our electronic case management system.

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

Initially, this is completed through our provider assessment, the home management team look at the referral paperwork and ensure that we are able to meet the needs of the young person. WE also take into consideration the environment, home, staff team, local schools and hobbies and interests of the young person.

If the management team feel that the home would be able to support the young person we arrange a meeting with the team to gauge their opinion of if the team feel the same. If we all come to a common consensus that the home could meet the needs of the young person, we will then arrange a visit to meet them. This could be over several different events and various staff could visit. Once we feel confident that we have got to know the young person, we will make arrangements with the local authority to complete a transition plan. Throughout this we would be formulating our personal plan and including our clinical lead to formulate a SONAR.

The team would be building the rapport with the young person and through Keyworking sessions be gaining an insight into the young person's wishes and feelings and how they would like to be cared for. The team would also be able to discuss about how they like their room to look, what they would like in their room. Throughout the planned transition, the team would be able to introduce the young person to the home and ensure that the young person is comfortable and happy with the environment and make any changes needed to be able to make it as comfortable and best supports their needs.

This does not stop at this stage and the home with regularly completes young people meetings and will provide feedback to the management about what the wishes and feeling of the young person are.

Our personal plans are closely linked to the outcomes we wish to achieve for the young person. The social worker, clinical support and parents are involved in this process and our plan is shared with all concerned. The home and clinical support work closely together to work out which outcomes need to be worked on as a priority.

The team complete health and safety checks within the home to make sure it is suitable and to a high standard for the young person to live in. The RI completes regular Reg 73 visits and completes a quality review every six months. Anonymous feedback is provided to the RI through this process, and it allows the home to get honest feedback from the staff, social worker and parents to ensure we deliver the best 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)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
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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.	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduce competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resource's and training opportunities, this includes attending TRM and PACE training with the company.</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>	
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>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduce competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resource's and training opportunities, this includes attending TRM and PACE training with the company.</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
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?	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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	1

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training. The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date. If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home. We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready. We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</p>
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<b>Contractual Arrangements</b>	
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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

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

<b>Typical shift patterns in operation for employed staff</b>	
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<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>The staff work a 2 on 4 off rotation with a team leader and RSW which operates on a three team basis, staffing level a minimum of 2:1.</p>
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<b>Staff Qualifications</b>	
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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

<b>Other social care workers providing direct care</b>	
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Does your service structure include roles of this type?	Yes
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<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>	
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<b>Filled and vacant posts</b>	
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No. of staff in post	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training. The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date. If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home. We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready. We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</p>
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#### Contractual Arrangements

No. of permanent staff	6
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)	6
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.	The team operate on a 2 on 4 off rotation across a three team rotation.
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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	5
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Head of HR, Assistant HR officer and maintenance lead
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, MAYBO, Trauma Recovery Model, Safer Recruitment, PACE, Management and Leadership, PDA, County Lines, CSE, GDPR, Fire safety, CIW ratings and inspection processes. QCF level 3 and Level 7 in HR. There is annual refresher training in addition to the mandatory training provided in the home
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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Lle Hyfryd
Telephone Number	07789000229
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	The home is working towards the "Active Offer" and the statement of purpose and children's guide are in a bilingual format. There is evidence of Welsh literature, music, culture being promoted at the home. There are staff members who are engaging in learning Welsh and others looking to register on course available through Social Care Wales. The home based on the needs of the child will consider children with additional communicating needs, BSL or Makaton.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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### Fees Charged

The minimum weekly fee payable during the last financial year?	4375
The maximum weekly fee payable during the last financial year?	4500

### 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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>The RI visits the home on a regular basis in line with regulation 73 visits, in addition there is a regulation 80 quality review completed . The children and all stakeholders are asked to complete anonymous feedback to help inform and identify any areas of the service.</p> <p>Children express their views, wishes about their care through their personal planning meetings and reviews, an online platform called "All About Me", access to the complaints, exit interviews, meeting with the home manager and talking to the staff team in the home. We welcome feedback from all stakeholders as this helps us improve the quality of care for the children and young people living at the home.</p> <p>Staff complete exit interviews, we have piloted a staff forum for staff feedback, we talk to social workers and other key partners on how we can improve on the care and support provided at the home .</p>
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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?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	<p>Each cottage has a rear garden area which enables children to spend time in the rear garden area, there are seats and a garden table, space to play basketball, football or time to relax in the rear of the property. To the front and surrounding area, there is a large open space for the children to play a range of sports or engage in activities. These could include use of a large trampoline, indoor gym, feeding the local animals which includes a goat, chickens, lambs.</p> <p>The home is located in a rural area with large open spaces for the children to explore and enjoy the local area with the care and support of the staff team.</p>
Provide details of any other facilities to which the residents have access	<p>The children have access to the internet, computers, recreational facilities, local amenities, sports clubs, colleges, shops, schools, cinemas, restaurants, beaches, walks and a multitude of diverse activities.</p> <p>The outdoor activities are excellent, the home is located close in a region where the needs of the children who enjoy a rural location with activities readily accessible to the home.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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 children in our home have the availability to have their voices heard in several ways. Prior to arrival each child will be given a children's guide (in Welsh and or English), in this guide it will explain to the child what to expect when residing with us. When we have received a referral from social services we create a provider assessment to determine whether we can meet the children's needs. In the assessment we ensure we have received the risk assessment plan, previous care and support plans, chronology, individual education plans, personal education plans, health care plans, health assessments among others. We have a children's meetings once a fortnight, during these meetings the children will inform the chair of the meeting what is going well, not so well, any home improvements they would like along with any other business. The children are regularly asked what matters to them through our daily informal and formal conversations, this could include contact, personalisation of the home, activities, food, religion, identity and issues that matter to them, this includes the right type of support from us in order to reach their full potential. Our R.I completes regular reg 73 visits, during these he will speak with the young people to ask how they feel living in our care, what is going well, what can be improved and if they feel safe. This is then made available for the managers to see before, if needed being actioned on. When creating the children's personal / placement plans we will always (if appropriate and safe) discuss them with the young people, ask them if they approve or if they would like any changes to them. On our online system it will ask for the children's views on the document and this is where they have their opportunity to have input on their plans. Listening to the young people that reside in our care is a big part of why we are successful. We find it important to offer them some control over how the young people would like to be looked after. Our electronic case management system allows us to capture the wishes and feeling of our young people in the section "all about me". This section gives the young people the opportunity to tell us all about them from their point of view. The home is a big believer in empowering young people to make their own choices in life.</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>The foundation of our home is an ethos and culture where children can call Home, a place embodied with high quality care, support and love underpinned through the Trauma Recovery Model. The trauma recovery model is an approach that focuses on helping the young people who have experienced trauma to heal and recover in a supportive and therapeutic environment. This model identifies that trauma can have long-lasting effects on a young person's mental, emotional, and physical well-being and aims to provide specialized care and interventions to address these effects. The trauma recovery model we use at Lle Hyfyrd helps to identify the unique needs of the young people who have experienced trauma and provides a structured, therapeutic, and supportive environment to facilitate healing, recovery, and empowerment. To help each child to progress their health, development and overall wellbeing, intellectual, social and behavioural development we ensure upon their arrival we will create their personal plans, this is done alongside the child. In the personal plan we ensure we have the correct information, all the referral documentation has been received and to make sure the correct professional is up to date. We then discuss with the young people how they would like to be looked after whilst working towards the National Well-Being Outcomes. The home also has access to a clinical lead who meets with the young people and completes case formulations, 1-1 sessions with the young people. The lead can complete multiple supporting documents such as; SEDAL, SONAR and ABBAS to help best support the young people and staff. The staff also complete outcome sessions with the young people in areas discussed with the management team and social worker. These are identified through the young person's personal plan and clinical documentation. The personal plan is reviewed through a MDT forum every 10-12 weeks with clear evidence of outcomes being achieved and actions taken by the home manager to further enable and support the child to meet their full potential. The R.I visits the home on a regular basis (reg 73 visits) and completes a quality review every six months. During the regular visits the R.I talks to the child or children, speaks to all stakeholders for their feedback and how we can improve on the care being provided or development of the staff team within the home. There are several layers of audits carried out internally by the home manager and senior management team.</p>



<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The provider assessment is completed following receipt of a referral which considers the needs, risks of the child and if the home can meet the needs against the homes statement of purpose. The personal plan and risk assessment identify the child's ACE's or journey through care, this includes their needs and associated risk factors.</p> <p>The risk assessment is reviewed monthly or after any incident and the staff have to read this and sign prior to being able to log in to the electronic case management system.</p> <p>The staff team focus on enabling the child to develop their awareness of risk taking, online exploitation, stranger danger, county lines are some examples of what is explored and discussed with the children.</p> <p>The home has a missing from home protocol and all staff know what to do if a child were to go missing and what actions to take.</p> <p>All children in our care are informed of their rights, how to make a complaint, who to speak to if they had a concern internal or how to raise a concern outside of the home to their social worker, Children's commissioner.</p> <p>The welfare and safeguarding of the children remains our paramount concern. The manager and team at the home are supported by clinical leads on the care, support offered to the children. There are regular in-depth audits of the home which are carried out by the manager, senior management and the RI.</p> <p>The home and service follows safer recruitment process and seek to recruit people with a passion and who will act as a Champion for the children in our care.</p> <p>We provide a comprehensive staff induction program and this continues throughout their journey with us. There are regular refresher courses and also access to specialist training to support the needs of the children.</p> <p>Our Responsible Individual oversees our home and does so by visiting regular. He aims to visit once a month however will always visit more regularly. He has a relationship with all the young people and they are always happy to see him. The responsible individual, when visiting the site will conduct a 'reg 73'. During this he will discuss with the young people and ask how they currently feeling, do they feel safe, are they having their voices heard? He will then look at the evidence we provide onto our online system to verify that they are having their views, wishes and feelings heard.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Before a child moves into our home we need to ensure that it is a safe living environment for them. To do so we need to ensure that our referral process is thorough while working closely with the child's local authority. When we have identified a suitable young person we will invite the social worker to come visit the site and discuss what we have to offer to ensure we are able to look after their child. We will offer the social worker to view our location risk assessment which will reassure the social worker that the child will remain safe while residing with us. We will also create a compatibility risk assessment, this risk assessment identifies the dangers, risks and hazards with their child residing with the current children living in our home. We will then inform them on what we have put in place to counter these risks and how staff will manage these.</p> <p>Our home is a 7 bed home for children and young people. The living accommodation is made up of two parts comprising of two barn conversions, one of which has four separate cottages and the other has three interlinked cottages. Each cottage has a kitchen, lounge, dining area and a bedroom with access to bathroom. Each cottage has staff sleep-in bedroom. The home offers a warm homely environment for children and young people, the cottages benefit from access to the main farmhouse which provide a meeting place somewhere to enjoy meals and socialise with other children and young people. The home has its own garden which wraps around the property.</p> <p>The team complete health and safety checks within the home to make sure it is suitable and to a high standard for the young person to live in. The RI completes regular Reg 73 visits and completes a quality review every six months. Anonymous feedback is provided to the RI through this process, and it allows the home to get honest feedback from the staff, social worker and parents to ensure we deliver the best outcomes.</p> <p>Throughout the planned transition, the team would be able to introduce the young person to the home and ensure that the young person is comfortable and happy with the environment and make any changes needed to be able to make it as comfortable and best supports their needs.</p> <p>This does not stop at this stage and the home will regularly complete young people meetings and will provide feedback to the management about what the wishes and feeling of the young person are.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 21

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	2
	Equality, Diversity & Human Rights	2
	Infection, prevention & control	2
	Manual Handling	2
	Safeguarding	2
	Medicine management	2
	Dementia	0
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training. The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date. If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home. We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready. We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</p>
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**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?	Yes
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**Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.**

**Filled and vacant posts**

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	0

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</p>
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#### Contractual Arrangements

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

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

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

#### 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.	2 on four off shift rotation, there is also a 3 on 6 off rotation which operates across all three shifts. There are three staff teams which comprises of a team leader and up to 6 RSW's per rotation.
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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	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	19
Safeguarding	19
Medicine management	19
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduce competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resource's and training opportunities, this includes attending TRM and PACE training with the company.</p>
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	17
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.	2 on four off shift rotation, there is also a 3 on 6 off rotation which operates across all three shifts. There are three staff teams which comprises of a team leader and up to 6 RSW's per rotation.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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.	
Contractual Arrangements	
No. of permanent staff	0



No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Head of HR, Assistant HR Officer and maintenance lead.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, MAYBO, Trauma Recovery Model, Safer Recruitment, PACE, Management and Leadership, PDA, County Lines, CSE, GDPR, Fire safety, CIW ratings and inspection processes. QCF level 3, 4 and 5. HR level 4. Additional specialist courses are facilitated. The home liaise with other partners to facilitate joint training, this includes Anti-Ligature awareness, safeguarding, There is annual refresher training in addition to the mandatory training provided in the home

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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Pembroke House
Telephone Number	07500045881
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	The home is working towards the active offer and is able to support the needs of the child or children who come to the home. There is evidence of Welsh Literature, music and culture being promoted in the home in line with the "Active Offer". In the event a child had additional language needs this would be considered at the point of referral and through the provider a assessment if need could be met. If so, any additional support would be discussed with the social worker.

#### 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?	4375
The maximum weekly fee payable during the last financial year?	4500

##### 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>The RI visits the home on a regular basis in line with regulation 73 visits, in addition there is a regulation 80 quality review completed . The children and all stakeholders are asked to complete anonymous feedback to help inform and identify any areas of the service.</p> <p>Children express their views, wishes about their care through their personal planning meetings and reviews, an online platform called "All About Me", access to the complaints, exit interviews, meeting with the home manager and talking to the staff team in the home. We welcome feedback from all stakeholders as this helps us improve the quality of care for the children and young people living at the home.</p> <p>Staff complete exit interviews, we have piloted a staff forum for staff feedback, we talk to social workers and others key partner on how we can improve on the care and support provided at the home .</p>

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The rear garden is elevated to the rear of the property, it has a hard standing area which allows space for the child or children to spend time outside of the home. The manager is planning to further enhance the area for the child to use with additional features yet to be added.</p> <p>To the front of the property there is a road which leads onto a grass area about 15 metres away from the front of the property.</p>
Provide details of any other facilities to which the residents have access	<p>The home is located in a rural location but has access to go amenities which include a local leisure centre, youth club, schools, parks, sports clubs, local beaches, mountain walks, cycle tracks and a tow large towns with associated community resources within a fifteen minute journey.</p> <p>There is space within the home for the child to spend time on their own, to invite friends and family to visit their home.</p>

#### Communicating with people who use the service

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

The children in our home have the availability to have their voices heard in several ways. Prior to arrival each child will be given a children's guide (in Welsh and or English), in this guide it will explain to the child what to expect when residing with us. When we have received a referral from social services we create a provider assessment to determine whether we can meet the children's needs. In the assessment we ensure we have received the risk assessment plan, previous care and support plans, chronology, individual education plans, personal education plans, health care plans, health assessments among others. We have a children's meetings once a fortnight, during these meetings the children will inform the chair of the meeting what is going well, not so well, any home improvements they would like along with any other business. Our R.I completes regular reg 73 visits, during these he will speak with the young people to ask how they feel living in our care, what is going well, what can be improved and if they feel safe. This is then made available for the managers to see before, if needed being actioned on.

When creating the children's personal / placement plans we will always (if appropriate and safe) discuss them with the young people, ask them if they approve or if they would like any changes to them. On our online system it will ask for the children's views on the document and this is where they have their opportunity to have input on their plans.

Listening to the young people that reside in our care is a big part of why we are successful. We find it important to offer them some control over how the young people would like to be looked after. Our electronic case management system allows us to capture the wishes and feeling of our young people in the section "all about me". This section gives the young people the opportunity to tell us all about them from their point of view. The home is a big believer in empowering young people to make their own choices in life.

We talk to the children about how we can improve the care and support being provided, what matters to them, we are conscious and mindful that we make sure the child gets the right type of support, when they needed it. Therefore, through our engagement, listening, collaboration with the child and other stakeholders we work towards delivering the very best outcomes for each child in our care.

<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>The foundation of our home is an ethos and culture where children can call Home, a place embodied with high quality care, support and love underpinned through the Trauma Recovery Model. The trauma recovery model is an approach that focuses on helping the young people who have experienced trauma to heal and recover in a supportive and therapeutic environment. This model identifies that trauma can have long-lasting effects on a young person's mental, emotional, and physical well-being and aims to provide specialized care and interventions to address these effects. The trauma recovery model we use at Pembroke House helps to identify the unique needs of the young people who have experienced trauma and provides a structured, therapeutic, and supportive environment to facilitate healing, recovery, and empowerment.</p> <p>To help each child to progress their health, development and overall wellbeing, intellectual, social and behavioural development we ensure upon their arrival we will create their personal plans, this is done alongside the child. In the personal plan we ensure we have the correct information, all the referral documentation has been received and to make sure the correct professionals are up to date. We then discuss with the young people how they would like to be looked after whilst working towards the National Well-Being Outcomes.</p> <p>The homes also have access to a clinical lead who meets with the young people on scheduled appointments and completes sessions with the young people. The lead can complete multiple supporting documents such as; SEDAL, SONAR and ABBAS to help best support the young people and staff. They will also complete outcome sessions with the young people in areas discussed with the management team and social worker. These are identified through the young person's personal plan and clinical documentation. The personal plan is reviewed through a MDT forum every 10-12 weeks with clear evidence of outcomes being achieved and actions taken by the home manager to further enable and support the child to meet their full potential. The RI visits the home on a regular basis (reg 73 visits) and completes a quality review every six months. During the regular visits the RI talks to the child or children, speaks to all stakeholders for their feedback and how we can improve on the care being provided or development of the staff team within the home. There are several layers of audits carried out internally by the home manager and senior management team.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The provider assessment is completed following receipt of a referral which considers the needs, risks of the child and if the home can meet the needs against the home's statement of purpose. The personal plan and risk assessment identify the child's ACE's or journey through care, this includes their needs and associated risk factors.</p> <p>The risk assessment is reviewed monthly or after any incident and the staff have to read this and sign prior to being able to log in to the electronic case management system.</p> <p>The staff team focus on enabling the child to develop their awareness of risk taking, online exploitation, stranger danger, county lines are some examples of what is explored and discussed with the children.</p> <p>The home has a missing from home protocol and all staff know what to do if a child were to go missing and what actions to take.</p> <p>All children in our care are informed of their rights, how to make a complaint, who to speak to if they had a concern internal or how to raise a concern outside of the home to their social worker, Children's commissioner.</p> <p>There are regular visits to the home by the RI who talks to the children to seek their views, concerns and how we can improve on the care and support being provided. The RI completes a quality review of the home which recognises good practice but how we can also improve on the care, support and safeguarding of the children in our care.</p> <p>The welfare and safeguarding of the children remains our paramount concern. The manager and team at the home are supported by clinical leads on the care, support offered to the children. There are regular in-depth audits of the home which are carried out by the manager, senior management and the RI.</p> <p>The home and service follows safer recruitment process and seek to recruit people with a passion and who will act as a Champion for the children in our care.</p> <p>We provide a comprehensive staff induction program and this continues throughout their journey with us. There are regular refresher courses and also access to specialist training to support the needs of the children.</p> <p>The home follows the code of conduct provided in the guidance from CiW and this is adopted through the staff handbook that we have uploaded onto our electronic case management system.</p>

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

Initially, this is completed through our provider assessment, the home management team look at the referral paperwork and ensure that we are able to meet the needs of the young person. WE also take into consideration the environment, home, staff team, local schools and hobbies and interests of the young person.

If the management team feel that the home would be able to support the young person we arrange a meeting with the team to gauge their opinion of if the team feel the same. If we all come to a common consensus that the home could meet the needs of the young person, we will then arrange a visit to meet them. This could be over several different events and various staff could visit. Once we feel confident that we have got to know the young person, we will make arrangements with the local authority to complete a transition plan. Throughout this we would be formulating our personal plan and including our clinical lead to formulate a SONAR.

The team would be building the rapport with the young person and through Keyworking sessions be gaining an insight into the young person's wishes and feelings and how they would like to be cared for. The team would also be able to discuss about how they like their room to look, what they would like in their room. Throughout the planned transition, the team would be able to introduce the young person to the home and ensure that the young person is comfortable and happy with the environment and make any changes needed to be able to make it as comfortable and best supports their needs.

This does not stop at this stage and the home with regularly completes young people meetings and will provide feedback to the management about what the wishes and feeling of the young person are.

Our personal plans are closely linked to the outcomes we wish to achieve for the young person. The social worker, clinical support and parents are involved in this process and our plan is shared with all concerned. The home and clinical support work closely together to work out which outcomes need to be worked on as a priority.

The team complete health and safety checks within the home to make sure it is suitable and to a high standard for the young person to live in. The RI completes regular Reg 73 visits and completes a quality review every six months. Anonymous feedback is provided to the RI through this process, and it allows the home to get honest feedback from the staff, social worker and parents to ensure we deliver the best 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)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes
<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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending T RM and PACE training with the company.</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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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>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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1

No. of staff working towards the required/recommended qualification	0
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.	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training.</p> <p>The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date.</p> <p>If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home.</p> <p>We have recently introduce competency assessment for staff, management and leadership workshops, getting inspection ready.</p> <p>We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</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
<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
<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.	2 on 4 off on a three team rotation supporting a child on a 2:1 staffing ratio.
<p>Staff Qualifications</p>	
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
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	6
Manual Handling	4
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff completes the Principles and Values as part of their Social Care Wales registration, if applicable. Staff have a detailed and comprehensive induction over a two week period followed by a further two weeks of shadow shifts with experience colleagues. The training consists of mandatory and specialist training for all staff, this is role dependent as team leader and manager would receive additional management and leadership training. The service provides a workforce development plan which is reviewed on a regular basis, this will consider any additional training needs, staff feedback on training received to date. If at the provider assessment stage additional training is required to meet the needs of a child then the home and company would source this training prior to a child arriving at the home. We have recently introduced competency assessment for staff, management and leadership workshops, getting inspection ready. We also work with placing authorities for any additional collaborative opportunities to share resources and training opportunities, this includes attending TRM and PACE training with the company.</p>
<p><b>Contractual Arrangements</b></p>	
<p>No. of permanent staff</p>	<p>6</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p><b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b></p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>6</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<p><b>Typical shift patterns in operation for employed staff</b></p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>2 on 4 off rotation working across a three team shift pattern, the child is supported on a 2;1 staffing ratio.</p>
<p><b>Staff Qualifications</b></p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>6</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p><b>Domestic staff</b></p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p><b>Catering staff</b></p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p><b>Other types of staff</b></p>	
<p>Does your service structure include any additional role types other than those already listed?</p>	<p>Yes</p>

List the role title(s) and a brief description of the role responsibilities.	Head of HR, Assistant HR officer and maintenance lead
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, MAYBO, Trauma Recovery Model, Safer Recruitment, PACE, Management and Leadership, PDA, County Lines, CSE, GDPR, Fire safety, CIW ratings and inspection processes. HR level 7 qualification, QCF level 3 and H&S training. There is annual refresher training in addition to the mandatory training provided in the home. The home will also provide specialist training if need.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0