

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:	Bryn Melyn Care Limited
The provider was registered on:	24/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Arrow House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	24/10/2018
Responsible Individual(s)	Alison Blyth-Bishop
Manager(s)	Mandy Richards, Nadine Harrison
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Lychgate	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/10/2018
Responsible Individual(s)	Alison Blyth-Bishop
Manager(s)	Matthew White, Mandy Richards, Alex Haigh
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Medway	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/10/2018
Responsible Individual(s)	Alison Blyth-Bishop
Manager(s)	Amy Tew, Mandy Richards
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Hope Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/10/2018
Responsible Individual(s)	Alison Blyth-Bishop
Manager(s)	Mandy Richards, Shannon O'Connell
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a comprehensive training programme which is managed by an online system. This includes online training, face to face and monitoring of mandatory and non-mandatory training for all employees tailored to their individual role. This enables line managers to monitor attendance and booking of any training that is due for renewal. The training schedule details whether training is annual or three-yearly. Our clinical team also deliver training unique to homes/children's individual needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We believe the key to staff retention is to work within a positive culture, ability to progress, receiving praise and recognition and having a healthy work life balance. However, we do understand that people will occasionally leave due to personal circumstances. All positions are advertised internally and externally, and we seek to fill vacancies as soon as possible. Recruitment is undertaken by suitably trained managers following safer recruitment guidelines and regulations.

Service Profile

Service Details

Name of Service	Arrow House
Telephone Number	01978261835
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	7194
The maximum weekly fee payable during the last financial year?	10000

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	7
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	House meetings Key worker sessions Grumble and groans postbox Independent visitor Emails

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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Back yard and back garden
Provide details of any other facilities to which the residents have access	Sensory room and snug room

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>During the review period we have continued with updating the Personal Plans for each of the young people. These documents are working documents and have allowed each of the young people to really engage in their own plans and they are to be credited for their contributions. We have continued to become more familiar with the Outcomes First Group systems and processes, this including the use of the Access programme which stores the data for the home and young people and allows carers to update the paperwork more easily. The young people have had opportunities to engage in attending activity clubs they have an interest in, which has given them opportunities to form friendships within the community and the care team have been very supportive of this and been encouraging of exploring new opportunities to give them positive experiences whilst residing at Arrow House. The young people's views, wishes and achievements are really captured well in their personal plans and memories books, as well as displaying pictures of them on activities, artwork including paintings and jigsaws around the home to empower them of their achievements.</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>Arrow house is a therapeutic home that supports children and young people with their on-going health, development and overall well-being. The young people form supportive, safe and trusting relationships with the care team. The care team are well experienced and have upskilled in ways to help the young people settle back into the community from tier 4 settings, and having positive working relationships where the young people have trust in their carers, plays a big part. The young people are also supported to build friendships at school and whilst attending their external activities, clubs and hobbies.</p> <p>The young people have also sourced support from external agencies and we have worked well in communications to maintain the needs of the individual young people through multi-disciplinary meetings with all internal and external agencies involved in their care. We have also supported the young people to complete food and activity planners on a weekly basis to ensure that they continue to have a healthy lifestyle and support them to attend health appointments.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Arrow House we take the safeguarding of the children that we care for very seriously, this ensuring that the children feel safe and protected from abuse and neglect. We adhere to the safeguarding policies and procedures as set by the Wales Safeguarding Procedures and Outcomes First Group. The young people and care team at Arrow House build trusting relationships and occasionally make disclosures which are dealt with empathetically, following the safeguarding procedures. The young people are allocated Link/Key workers who they feel most comfortable with, however as a whole they know they can talk confidentially to all of the staff at Arrow House who are well aware and able to act promptly in following up any concerns in the correct manner.</p>

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

During the majority of the review period there have been a team of four carers per day supporting the young people, this ratio can increase depending on the young people's needs and risks. All young people are provided with nurture and support to develop, achieve and be happy. We care for children who need additional support with the mental health needs, and this is an area that the care team are skilled in doing. The home has also been risk assessed for ligature risk and risk are well thought of in the process of transitioning new young people into the home from a hospital setting. We have recently had a new anti-ligature bathroom fitted, and adapted fixtures and fittings around the home for it to be a safe environment for the young people to be less at risk of harming themselves. We have also had a new kitchen fitted during this review period for the upkeep of the home to ensure the home is comfortable and functioning to live in. The young people have also shared their thoughts and preferences to the home décor and been involved in the changes around the home to their personal taste to gain a sense of belonging with in the home. Young people attend the company school and are supported by the care team who work closely with the education team to tailor the young people's timetable to their individual needs and interests as well as completing core subjects and outdoor activities.

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)	17
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>		
<p>Filled and vacant posts</p>		
	No. of staff in post	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	0
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.	Trauma informed practice CPI Ligature training First Aid Brain development and PACE
<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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</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	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2

Infection, prevention & control	2
Manual Handling	0
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.	CPI Ligature training Trauma Informed practise Mental Health First Aid
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	4

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
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.	CPI Ligature training First aid Trauma Informed practice
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<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 1 senior on 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	4
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



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

#### Filled and vacant posts

No. of staff in post	9
No. of posts vacant	0

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

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

Induction	8
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPI Ligature First Aid Trauma Informed practice Brain development and PACE

#### Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	7
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.	Day carers- 2 on 4 off; 3 carers on each shift pattern Night carers- 5 on 5 off 1 night carer
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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	4

Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Lychgate
Telephone Number	01948800440
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	4688
The maximum weekly fee payable during the last financial year?	4979

##### 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?	Questionnaires Open and honest approach

##### Service Environment

How many bedrooms at the service are single rooms?	6
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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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Lychgate has a large outdoor area consisting of a driveway and a full house walkaround of grounds which are private through the use of fences, trees, and hedges. The grounds are a mixture of tar mac, patio, and grassland/lawn. The outdoor space/garden has the following: Trampoline, sandpit, garden bench, music wall, water wall, bucket swing, climbing frame with slide and swings, sensory path, and a swimming pool in the summer.
Provide details of any other facilities to which the residents have access	The home is a 6 bedroom house, 3 adult bedrooms and 3 child bedrooms. There is a kitchen with a small dining/breakfast area, lounge/dining room, games/sensory room. 1 downstairs bathroom with shower/bath facility, and 1 downstairs toilet with sink. Upstairs also has a full bathroom with shower/bath facility.

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The children at Lychgate all filled in feedback forms expressing that they liked living at Lychgate and that they all felt safe living at Lychgate. The children have a consistent team around them who support them every day to excel and reach their full potential. Each child has an ongoing memory book with the home, outlining all the fun things that they do and have accomplished whilst at Lychgate. All children participate in external activity clubs and are encouraged to do so, allowing them to do what any child would do, enjoying what they love and engaging in this activity with other children, making friends with similar interests in the process which can then be developed into friendships that are promoted outside of the activity.</p> <p>The staff team also filled in feedback forms, which outlined what things they love about the home, things that could be improved, and whether we support the children to the best of our ability. Mostly all of the feedback received around these topics was positive and outlined to me that the staff team are happy and feel supported by their manager and feel that they support the children really well and are happy with how the children are developing through their time at Lychgate.</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>All of the children have input into what meals and activities they do through the week and enjoy taking part in helping to cook meals weekly. Due to the nature of the younger children, we try not to ask too much from them as it can become institutional and not as family like if they are sitting down to complete planners with them each week. The children prefer this and enjoy having some input but prefer this to be minimal. All meals that are chosen to provide a healthy and balanced diet for all and ensure that there are plenty of home cooked meals and not frozen meals. In terms of activities and days out, the home is close to a few different towns and not too far from some cities so there are lots of opportunities for activities, games, and clubs. The children continue to enjoy spending time around the local area and using the new garden which has been transformed with sensory items which include a water wall, music wall and a sensory barefoot path, they also enjoy going on their go-karts and bikes. The TV and Xboxs are also a big hit as well as going out to local parks. The home try to promote 'family days' a lot which consist of full house joint activities such as days at a theme park, the zoo, fairs, firework displays, cinema trips, etc. This is a good way to promote social skills and promote a healthy way for the children to communicate with each other and make positive memories and relationships. Due to the nature of the home and the backgrounds of the children, moments of the children needing support from the adults to help manage their emotions and to feel safe and secure is an important role for all the adults at Lychgate. Through the relationships that the team have built with the children they are able to offer a high level of support and nurture to the children, allowing them to express themselves fully and feel safe in their environment. The team work hard with the children to help them learn expectations around what is right and wrong, and what can be done differently next time for us to help support them. The children have all been at Lychgate a good length of time and built a great understanding with the adults, which I think shows in the reduction of incidents, or when incidents do happen, how quickly they are over with and can be managed in a positive way.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The children have all expressed they feel safe at Lychgate and that they have key adults they trust and that they feel they can go to should they have any concerns. The children and adults at Lychgate have all built genuine caring relationships that should help the children to feel safe and secure in their living environments. The team are all competent in being able to communicate any concerns they should have around one of the children with the home manager, no matter how big or small, following the correct procedures to ensure all concerns are recorded appropriately and then acted upon in a timely manner. The team have key topics of conversation with the young people through a variety of different keywork sessions, as well as natural conversations that may come up on a day to day basis which are then recorded and passed onto the relevant professionals to ensure information is shared appropriately.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Lychgate is a warm, friendly, and welcoming home in a rural location. It is great for young children to be able to play freely and safely. The garden area at Lychgate would be a dream garden for any young child to grow up in and have a variety of activities to do, particularly in those warmer summer months. All the children have spent time developing and changing their personal bedrooms, making it into what they want their bedroom to be, and a complete safe space for them to feel comfortable in and enjoy life. Throughout the home there are a variety of pictures of memories from all the children and adults at Lychgate, a positive reminder of fun occasions and memorable moments. The home positively outlines all the children's achievements in this way and celebrates all that they have done during their time at Lychgate.</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) 10

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Employee Relations IOSH Safer recruitment
	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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
<div style="background-color: #e0e0e0; padding: 5px;">Deputy service manager</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	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.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<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
<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>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	senior staff members work a 2 on 4 off shift pattern, resulting in being at the home for 48 hours straight, sleeping at the home overnight.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<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	2
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>Contractual Arrangements</p>	



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.	All staff work a 2 on 4 off shift pattern, meaning they are in the home for 48 hours straight, sleeping in at the home. Each shifts consist of 3 staff members , usually 1 senior and 2 care practitioners.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Medway
Telephone Number	01978758962
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4688
The maximum weekly fee payable during the last financial year?	7806.15

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have a voice within the home through keyworker sessions, house meetings, team meetings and on a daily basis with the management team.

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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small garden with a trampoline and in the process of completing a sensory area for the young people. The area has been recently made secure and there are two outside eating areas with tables and seating, to encourage communal/social interactive dining.
Provide details of any other facilities to which the residents have access	There are two comfortable lounges with tv and gaming consoles in for the young people. Open plan kitchen and diner which is an area where the whole team tend to sit and chat with the young people and play games. Large bathroom with a bath and stand alone shower, within the next financial year this will be redecorated. Each bedroom individually decorated to meet the interests of the young person.

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.

Young people are provided with a copy of the young person's guide prior to placement where possible, so that the young person is able to read through and ask any questions they may have about our home. If a young person is unable to visit the home before admission, we can also offer a virtual tour of the home so that they can see the full aspect.

Carers will also go through the guide with the young person so that they discuss any concerns or points they would like to raise. The guide supports the young person to understand what their rights are, the purpose of the home, house boundaries and expectations and educational provision. The guide also includes:

Clinical support, health services, advocates, support services such as ChildLine, social worker, activities that they might like to do, family/peer arrangements, visitors to the home, young people's meetings, the role of the keyworker, the complaints procedures and Health and Safety within the home.

Young people are supported and encouraged to voice their views and wishes through daily discussions with carers, teaching staff, house meetings and key worker sessions. As the manager of the home, I have time with the young people to ensure that they are feeling supported, cared for and happy and that they are being listened to. If a young person has a concern we are able to talk through and negotiate a way forward, an example of this would be when a young person first came into my care structures routines and boundaries were discussed and they didn't think the bedtime routine was fair and that they should have a later bedtime. We talked through their reasons and I discussed mine and we were able to come to a compromise which suited the young person and they felt that they had been listened to and not just told what should happen. Young people are supported to voice their views and wishes on this plan and ensure that their voices are recorded. The plan is reviewed regularly with the young person (at least monthly) so that they are included in decisions about their lives and to evidence how they are progressing or identify any additional support that they may need. Young people are encouraged and supported to have a say and make decisions about their lives. (Risk and level of understanding is taken into account). This includes decoration of the home, personalisation of their bedrooms and menu choices. Carers and the manager are always encouraged to sit around the table especially at meal times.

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.

All our young people placed at Medway are registered within the first seven days with Doctors, Dentist and Opticians and a Health Plan is completed from information given by the placing authority.

Our local LAC nurse is informed when a new young person is placed at the home so that any ongoing health concerns can be addressed.

We have a good working relationship with all health professionals; we are continuing to strive for improvements that will support the young people to make better choices with regards to their health and wellbeing. Most of the work that we do with the young people is built on trusting relationships, support and guidance.

Sometimes role modelling i.e. cleaning your teeth with a young person goes a long way in demonstrating that this is required for everyone, not just the young person. Discussing healthy foods and exercising with the young person shows good role modelling. All our carers are trained in PACE (Playfulness, Acceptance, Curiosity and Empathy). This builds a good foundation to their approach and practice. This I feel can be developed further with my staff and built upon, especially with the report writing and terminology used.

The young person's welfare is paramount and we continue to look at different ways to engage young people in making the right choices for their future. One way of doing this is discussing every aspect of their care, listening to what they want to happen, negotiate when needed and develop the Personal Plan in a child friendly way. This is always on a level which is relevant to the age of the young person. Visual plans around our home have helped our young people as they struggle with change. They have helped develop these visual plans and they are regularly updated with the young person so that they can see how they are moving forward and what they can achieve.

We are constantly looking at ways for our young people to be more Independent and where appropriate changes made. For example, our young people now have some pocket money in hand and are able to go to our local shop independently to buy sweets if they chose to do so. Also through gentle persuasion they are encouraged to bring their own laundry down and place in the washing machine. Keeping their bedroom tidy and changing their bedding helps them to build on independence skills for the future.

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

All care staff and manager receive regular training in Safeguarding procedures, Child protection, Radicalisation, CSE, E safety, the Complaints Procedure and all other relevant online training. Safeguarding is a monthly agenda item for supervision and is discussed with all staff members. The manager also discusses Whistle blowing and makes sure the staff member is fully aware of how to report it, if necessary. These procedures are also documented in the Care Practitioner Hand Book which is given to all staff at induction stage.

All staff has an Enhanced DBS (Disclosure and Barring Service) in place before working at the home.

Our young people are asked frequently if they feel safe and protected and this is documented in key work sessions, the WISL and house meetings

The young people are encouraged to use an advocate who is independent to the home if they have concerns that they feel cannot be addressed by the home or placing authority.

We have monthly inspections from our Independent visitor and she will also ask the young people if they wish to speak to her about anything that is concerning them and their general welfare. She then sends a report to our Head of Care and our Responsible individual.

The young people in our care have been through a lot of trauma in their past. I feel it is paramount that they are listened too, by letting them know that they are the centre of everything we do for them. They have a right to be cared for in a manner that is respectful and non judgemental.

We work closely with all relevant agencies to support the young people to reach their full potential. I feel that we do not evidence this as much as we should as all working together is a key aspect of supporting and guiding the young person to help them manage how they are feeling in times of difficulties.

We work with one parent who has found it difficult to work with other agencies. It is clear to see that they want the best for their child. By working with the parents, support worker and social worker we are able to involve them more in the care we give to their child through regular video calls and correspondence. The young person seems to have a much more positive relationship with their parent, and this is evident in their conversations and the young person's behaviour towards their carers which is relaxed and respectful by using Playfulness Acceptance Curiosity and Empathy (PACE). The carers are able to nurture the young person in an age appropriate way.

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

There are local parks with swings and sports fields; there is laser quest and horse riding, football, martial arts, cadets' clubs and a cadet's academy. We are not far from centres for adventure sports like canoeing and climbing which we try to utilize when ever possible.

We believe that every young person deserves to feel valued and to live in a safe, structured and caring environment. Our young people should receive the best quality care from a skilled and committed care team and be protected from abuse and neglect. The spirit and intent of our approach is the recognition that we are important influences on the lives of the young people placed with us.

Medway is a comfortable and homely house. Young people have their own bedrooms a shared bathroom, a games room and space to sit should they wish for quiet time and space.

We expect that children/young people in our care will push against boundaries and this is a time when we can carry out the most valuable work with children and young people. We believe that it is important to challenge unacceptable or anti-social behaviour, however; it is important to do this in a way that is not punitive, overly controlling and is not rejecting or shaming. Behaviour needs a response that is calm, thoughtful and attuned, which communicates nurture and support.

Young people at Medway are treated with dignity and respect. We do not discriminate against any young person on the basis of religion gender, age, disability, ethnic origin or sexuality. All Carers receive training in anti-discriminatory practice and such values underpin all training provided.

All young people are asked to personalise their rooms and are asked to choose colours so that they can be painted to their choice. We also go out with the young people and they choose soft furnishing to complement their room i.e. duvet covers curtains, posters etc.

Young people at Medway are encouraged and supported to make links with the community and engage in social activities provided locally. We recognise that young people in the care system often find it difficult to form appropriate relationships with peers and adults. Socialisation is a major part of our work that we undertake with our young people. We will support young people in ways to express their individuality and engage in play, and both creative and physically challenging activities.

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)	9
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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.	All mandatory training has been completed
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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	All mandatory training has been met
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	2



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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training needs have been met

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

#### Nursing care staff

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

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

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

Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Practitioner - dealing with the welfare and care of the young people
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training needs are met
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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