

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:	Celtic Care (Swansea) Ltd
The provider was registered on:	24/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Celtic Dawn Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Geoffrey Parry
Manager(s)	Donielle Williams
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Cartref Celtiadd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Geoffrey Parry
Manager(s)	Kayleigh Walters
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Calon Celtiadd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Geoffrey Parry
Manager(s)	Donielle Williams
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Celtic Care (Swansea)Ltd Dom Care Agency	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/08/2018
Responsible Individual(s)	Barbara Parry
Manager(s)	Lisa Whiting
Partnership Area	West Wales
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

All staff are put on mandatory and specialist training. This is carried out with Social Care TV and Atlas via Citation platform. These training modules are specific to the home, for example autism and learning disability. Each training expire date differs and they will complete a refresher training when needed. All training is completed on a digital matrix.
All medication competency is carried out 6 monthly to ensure the level of competency is high.

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

Over the last year we have recruited staff via indeed. There has been some staff turnover but these are been replaced sufficiently and all training provided to meet the needs the home.

Service Details

Name of Service	Calon Celtiadd
Telephone Number	441639 899403
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2564.34
The maximum weekly fee payable during the last financial year?	3092.98

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?	Q&A reports given to families and health professionals to determine how we can better our service

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large rear and front garden. Large Car park to the side of building
Provide details of any other facilities to which the residents have access	Sensory 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>At Calon Celtiadd we have service users with very complex needs. In the main they are non verbal with regard to clear information. Staff consistency and retention has ensured that staff can understand non verbal actions and signs used to demonstrate the individuals needs and wishes. These coupled with the use of advocates and technology , and keeping open dialogue with families, representatives and Care Managers helps to ensure the individuals in our care are looked after to a high Standard. Staff , resident and QA surveys and reports all feed into ensuring their voices are heard to so to speak.</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>Individuals in our care are supported to attend Health appointments and meetings as requested and when required. Staff have a good knowledge through good care planning and risk assessment documentation to ensure all relevant information to complement any visit to such is up to date and accurate. Regular staff meetings and contact with Health and Social Care Professionals feeds into such information recordings. Social Activities are arranged around the wishes of the each individual and staff are required and do undertake regular holiday breaks with service users both in the UK and abroad. They attend social events locally and undertake a wide range of both in house and community activities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in SOVA. Team meetings and supervision ensures that staff are kept abreast of any updates in relation to such training and reinforces procedures to follow if the suspect any safeguarding issue. Service users are actively encouraged to raise any concerns they may have with Managers or the RI at any time. The RI is proactive within the Home given the nature of the complex needs and is in weekly at least contact with Management again staffs sound knowledge of recognising needs or wishes is paramount as they can identify any distress or change in mood etc and report accordingly to the appropriate people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The Home is on one level. All rooms are equipped to meet the physical needs of the individuals living there. All rooms are decorated to suit individuals tastes and with personal items as well as required items to met individuals needs and wishes . There is a sensory room and large garden area and staff are trained on the use of equipment to assist individuals to enjoy these areas for both pleasure and as therapy. Staff receive specialist training for each individual within the Home to ensure that holistic needs are met and maintained to a high standard. good relationships with Health and Social Care staff as well as advocates ensures that the individuals needs and wishes are met in a suitable safe environment. Staff communication , input into Care Planning, good key working systems, strong Management and good leadership all contribute to a safe all encompassing service profession for those we serve. Maintenance programs and professional administration systems ensure that all areas of the service are complete. QA systems and reports coupled with Regulatory visits (Reg 73 reports) and feedback all promote a holistic approach to assist in service provision of a High Standard.</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) 24

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	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Jej Feeding and tube care DOIs consent supervision/appraisals	
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols Risk assessment
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Jej tube care and feeding aphasia training Learning difficulties
Contractual Arrangements	
No. of permanent staff	24
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	11
No. of part-time staff (17-34 hours per week)	13
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	20
No. of staff working towards the required/recommended qualification	4
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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.	Support Workers responsibilities are as follows Personal care Activity planing Feeding Administering Medication supporting in every day living washing cooking dishes
Filled and vacant posts	
No. of staff in post	24
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	24
Health & Safety	21
Equality, Diversity & Human Rights	20
Infection, prevention & control	22
Manual Handling	24
Safeguarding	24
Medicine management	24
Dementia	0
Positive Behaviour Management	19
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Jej Tube care and feeding SIB support
Contractual Arrangements	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	11
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	18
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

Name of Service	Cartref Celtiadd
Telephone Number	01792846518
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
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	1977.71
The maximum weekly fee payable during the last financial year?	2812.11

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?	Complaints procedure is in place to deal with any complaints within the company. Ensuring we are a multi agency company and work alongside an care managers, family members to be able to provide the highest quality of care to our service users.

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?	1
How many bathrooms have assisted bathing facilities?	2
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	Rear garden to the home that all service users can access as and when they wish.
Provide details of any other facilities to which the residents have access	House to car to aid them to attend appointments and the community for activities.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
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>At Cartref Celtiadd we have service users with complex needs. In the main they are able to tell us their needs and wishes clearly. This is an area where staff communicate with other professionals involved and family members to assist in identifying possible reasons for, new to us, behaviours etc. Staff consistency and retention has ensured that staff can understand non verbal actions and signs used to demonstrate the individuals needs and wishes. These coupled with the use of advocates, and keeping open dialogue with families, representatives and Care Managers helps to ensure the individuals in our care are looked after to a high Standard. Staff, resident meetings, Reg 73 visits and QA surveys and reports all feed into ensuring their voices are heard to so to speak.</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>Individuals in our care are supported to attend Health appointments and meetings as requested and when required. Staff have a good knowledge through good care planning and risk assessment documentation to ensure all relevant information to complement any visit to such is up to date and accurate. Regular staff meetings and contact with Health and Social Care Professionals feeds into such information recordings.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in SOVA. Team meetings and supervision ensures that staff are kept abreast of any updates in relation to such training and reinforces procedures to follow if the suspect any safeguarding issue. Service users are actively encouraged to raise any concerns they may have with Managers or the RI at any time. The RI is proactive within the Home given the nature of the complex needs and is in weekly at least contact with Management again staff's sound knowledge of recognising needs or wishes is paramount as they can identify any distress or change in mood etc and report accordingly to the appropriate people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each service user has their own shower room and bedroom. All of the said are decorated to suit the individuals needs and choices.</p> <p>There are two communal areas and kitchen facilities to ensure service users have space etc to meet and enjoy meals together and cook if they choose to help etc. The home has parking for at least three cars and also a back garden to enjoy the finer weather and indulge in gardening if they choose.</p> <p>The home has been decorated with input in choosing such from the service users. It is maintained by our handyman gardener whilst service users are assisted to participate in keeping their own rooms clean and tidy as far as capacity dictates. Service users are encouraged to plan for the week ahead which activities they choose to undertake daily with one day set aside to enable daily living skills training. This includes laundry, cooking and room tidy. Activities range from educational options such as Drama classes and pottery to swimming bowling and bus trips. We ensure holidays and short breaks of choice, both abroad and within the UK, are discussed and agreed with service users and families etc and with support from staff. Care Planning in negotiation and agreement as far as possible with service users include ensuring needs are identified and interventions to meet needs are implemented as agreed. This includes leisure and Learning needs and wishes are identified and met. Consistency in staff approach, staff retention and training also contribute to positive outcomes across service provision and meeting individual needs and wishes.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>5</p>

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

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

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	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Learning Disability Training Autism Training DoLS training SOVA Training Consent Training Incontinence Training Record Keeping Training
	Contractual Arrangements	
	No. of permanent staff	13
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)	5	
No. of part-time staff (17-34 hours per week)	8	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	13

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)	5
No. of part-time staff (17-34 hours per week)	8
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.	24 hour care provided 2 x day staff on from 8am-10pm 1 x day staff 9am-9pm 1 wakeful staff 9pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	4
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	3
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Training Learning Disability Training Autism Training PoVA Training DoLS Training Fire Training
Contractual Arrangements	
No. of permanent staff	13
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)	5
No. of part-time staff (17-34 hours per week)	8
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.	3 x Day Staff 2 x long days 8am-10pm 1 x long day 9am-9pm 1 x wakeful staff 9pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	5
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	Celtic Care (Swansea)Ltd Dom Care Agency
Telephone Number	01639893101

What is/are the main language(s) through which your service is provided?	English Medium
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?	43
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	21.44
The maximum hourly rate payable during the last financial year?	22.44

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?	The manager and deputy manager sent out surveys for QA feedback purposes however most service users are unable to complete therefore they had visits from the manager and deputy to discuss their views etc. Care managers also fed back on behalf of their service user as did relatives and friends. Regulation 73 visits feedback from service users was limited as well as a precaution due to trying to limit the footprint in individuals homes post pandemic. However relatives feedback from telephone conversations ensured service users views on service provision etc were heard.

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>Staff consistency and retention has ensured that staff can understand non verbal actions and signs used to demonstrate the individuals needs and wishes. These coupled with keeping open dialogue with families, representatives and Care Managers assists to ensure the individuals in our care are looked after to a high standard. Staff , meetings, supervision, Regulation 73 visits and QA surveys and reports all feed into ensuring their voices are heard to so to speak.</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>Staff at the service inform District Nurses when needs dictate and regular updates to Care Managers . GPs etc are maintained by Manager and Deputy Manager as needed and required Open discussion and good relations with other professional is paramount to good service provision. Staff are allocated to certain runs and routes so that there is a consistent approach to individual Care provision. Both the Manager and Deputy are hands on workers when needed to ensure no one is left without care and that service is not interrupted .</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in SOVA. Team meetings and supervision ensures that staff are kept abreast of any updates in relation to such training and reinforces procedures to follow if the suspect any safeguarding issue. Service users are actively encouraged to raise any concerns they may have with Managers or the RI at any time. The RI is in weekly, at least. contact with Management again staff,s sound knowledge of recognising needs or wishes is paramount as they can identify any distress or change in mood etc and report accordingly to the appropriate people.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>16</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
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
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	0
Manual Handling	1
Safeguarding	1

Dementia	1
Positive Behaviour Management	0
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
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	13
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	10
Safeguarding	10
Dementia	6

Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF 2 4 staff
Contractual Arrangements	
No. of permanent staff	13
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	13
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)	5
No. of part-time staff (16 hours or under per week)	2
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	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Celtic Dawn Care Home
Telephone Number	07815321930
What is/are the main language(s) through which your service is provided?	English Medium
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?	2
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	1865.12
The maximum weekly fee payable during the last financial year?	2505.57

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?	our Q&A questionnaires were sent of to family/friends and health professionals. We also give these questionnaires to the individuals using the service and the staff to get a good understanding if we can further better our service.

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?	2
How many bathrooms have assisted bathing facilities?	2
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	A large rear garden of which we have purchased outdoor living facilities for the summer.
Provide details of any other facilities to which the residents have access	Large kitchen dinner, utility room and spacious open plan living and dining 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>At Celtic Dawn we have service users who can tell us their wishes and concerns clearly in the main. However issues identified are met as need dictates appropriately Staff consistency and retention has ensure that staff can understand non verbal actions and non verbal signs used to demonstrate the individuals needs and wishes. These coupled with the use of advocates , and keeping open dialogue with families, representatives and Care Managers assists to ensure the individuals in our care are looked after to a high standard. Staff, residents meetings, Reg 73 visits and QA surveys and reports all feed into ensuring their voices are heard.. The general feedback from families, care and health professionals evidence that service provision is of a high standard across the company and Annual Inspection reports from CIW will support this across the company.</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>Individuals in our care are supported to attend Health appointments and meetings as requested and when required. Staff have a good knowledge through good care planning and risk assessment documentation to ensure all relevant information to complement any visit to such is up to date and accurate. There are activity plans in place that ensure a holistic approach to care provision. Regular staff meetings and contact with Health and Social Care Professionals feeds into such information recordings.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in SOVA. Team meetings and supervision ensures that staff are kept abreast of any updates in relation to such training and reinforces procedures to follow if the suspect any safeguarding issue. Service users are actively encouraged to raise any concerns they may have with Managers or the RI at any time. The RI is proactive within the Home given the nature of the complex needs and is in weekly at least contact with Management, again staffs sound knowledge of recognising needs or wishes is paramount as they can identify any distress or change in mood etc and report accordingly to the appropriate people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Celtic Dawn is a two bedded Home. It is close to all local amenities and has a direct bus link to Swansea centre. Each service user has their own en suite and their room is decorated in colours and furniture of their choice. The Home is maintained by a Handyman Gardener and service users have a day a week to undertake daily living skill training with staff . During this day staff encourage individuals to help to do their laundry and also with cleaning their room. Individuals also spend time weekly to assist with planning their week ahead in relation to learning , development and leisure time. They undertake a range of activities weekly but are also supported to change a planned activity if they choose to do so. This approach ensures goals set by individuals for all aspects of daily living and personal achievement are met within capacity to do so.</p> <p>The service users at the Home are quite reliant on staff for all aspects of care and support, staff do so in an encouraging supportive way whilst recognising that full support with most areas of care is required.</p> <p>staff knowledge and training assists in ensuring that they have the skills to help individuals to achieve positive outcomes in many areas of their life and ensures that their wellbeing is uppermost in service provisionre is a lounge dining area, a large kitchen dining area and a very big back garden area. So their is space for both service users to have their personal space, communal space and also dining space private or together. Staff undertaking keyworker roles also ensures that there is always that individual person to go to if they feel the need to talk etc who is allocated through service user choiceto them to do so. Having a large garden area, company car for service user use assists in encouraging activities both in and out of the home. Holidays and breaks away in the Uk and abroad are arranged with input from staff and service users. We believe that service users have a good life at Celtic Dawn and Reg 73, QA reports and surveys, and CIW Inspection reports will evidence such.</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) 8

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	8
	Health & Safety	8
	Equality, Diversity & Human Rights	8
	Infection, prevention & control	8
	Manual Handling	4
	Safeguarding	8
	Medicine management	8
	Dementia	8
	Positive Behaviour Management	6
	Food Hygiene	6
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes
	Contractual Arrangements	
	No. of permanent staff	8
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)	5	
No. of part-time staff (17-34 hours per week)	3	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision Diabetes
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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.	Maintenance Man Car Checks Painting and Decorating gardening
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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0