Provider Information to be published

2023.	completed for you. There are no actions	t this provider and its associated services on the 31st March s to complete. This information displayed will be included in the	
Provider name:		Coed Du Hall Ltd	
The provider was registered on: 09/01/2019		09/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Llannerch Grange		
were:	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	15/10/2021	
	Responsible Individual(s)	Esther Jones	
	Manager(s)	Cassie Lamond	
	Maximum number of places	5	
	Service Conditions	There are no conditions associated to this service	
	20 Francis Avenue		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	20/11/2019	
	Responsible Individual(s)	Esther Jones	
	Manager(s)	Anthony Rogers	
	Maximum number of places	5	
	Service Conditions	There are no conditions associated to this service	
	Swn Y Wylan		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	09/01/2019	
	Responsible Individual(s)	Esther Jones	
	Manager(s)	Linda Forbes	
	Maximum number of places	6	
	Service Conditions	There are no conditions associated to this service	
	Ryecroft		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	09/01/2019	
	Responsible Individual(s)	Esther Jones	
Ì		<u> </u>	

Elizabeth Roberts

There are no conditions associated to this service

Manager(s)

Maximum number of places

Service Conditions

Edgeworth	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Michael Hartey
Manager(s)	Anthony Rogers
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Maes Y Vaynor		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	09/01/2019	
Responsible Individual(s)	Esther Jones	
Manager(s)	Ashley Ellis	
Maximum number of places	4	
Service Conditions	There are no conditions associated to this service	

Ras Penmon Nursing Home		
Service Type	Care Home Service	
Type of Care	Adults With Nursing	
Approval Date	09/01/2019	
Responsible Individual(s)	Esther Jones	
Manager(s)	Buddug Jones	
Maximum number of places	24	
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

Each staff member has access to their online mandatory training portal, training is role specific, and allocated and managed by the service manager. The organisation has internal trainers for practical training requirements, and each site completes a training needs analysis with the Training and Development officer, to enable them to formulate an annual training plan. Individual staff have regular supervision and appraisal where training is discussed and individual training plans are formulated.

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

Service managers' report on staffing vacancies in clinical governa nce reports. Vacancies are advertised in advance of any staff me mber leaving. Staffing is discussed in detail at RI visits and during the pre-assessment stage for potential new residents, to ensure s taffing numbers are appropriate. Exit interviews are conducted and reviewed. Staff retention is good as staff are well supported and listened to, through supervision, appraisal, staff meetings, RI mee tings and an open-door policy.

Service Profile

Service Details

Name of Service 20 Francis Avenue

Telephone Number	01492545370
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What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre- assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe r the service is right for them.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2550.00
The maximum weekly fee payable during the last financial year?	2550

Complaints

What was the total number of formal complaints made during the last financial year? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	0 0 0 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?	20 Francis Avenue is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, this enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our cons istent and dedicated team of staff who build positive and open connections with our residents There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service: - Monthly key worker meetings - Monthly residents' meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and residents are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home, residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
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	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. 20 Francis Avenue is a quality domestic, detached house providing a homely environment with spacious, private front and rear gardens. The re ar garden provides outdoor seating areas in a lovely landscaped garden. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to the expertise of our multidisciplinary t eam, including individual and group support. Residents are encou raged to take part in shopping and cooking and where appropriat e we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enab les residents to have daily access to our pool of company vehicle s, in order to engage in a comprehensive range of community faci lities.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Residents individual communication needs are discussed at pre-a ssessment and their care and treatment plan is developed around this and is resident specific.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

20 Francis Avenue is a small, community home with a maximum of five residents which facilitates the operation of a real time sy stem of feedback, which enables us to continuously listen and r espond to residents needs all of the time. This is achieved thro ugh our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure the y have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at 20 Francis Avenue that residents feel conformable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CI W and barcodes are up around the service, people know how to use them.

Our residents say:

'Staff always listen to me; I always have my say'.
'The senior always discusses everything with me to make sure I am involved in everything; I feel very involved in everything'.
'I have full control over my life. I can discuss things with staff wh en I need to, and I am always listened to'.

Visiting professionals say:

'I feel that individuals feel that their voices are heard. Their car e plans are done collaboratively and they have choices regardi ng their care and support. They are supported to follow any int erests they have'.

'I am really happy with everything that has been done to support my service user XX. XX is presenting more confident in the new setting and XX is spoken to in own language, Welsh speaker'. Our staff say:

'All residents are at the centre of their care'.

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.

At 20 Francis Avenue we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, an d remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at 20 Francis Avenue
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'I have an interview next week to start at college doing my choic e of course, the manager has supported me all the way with thi s. This makes me happy'.

Visiting professionals say:

'Prior to moving on XX was demotivated and did not vocalise an y vocational aspirations. Frances Avenue team have assisted t hem applying for a college course. The service user's family ar e delighted with the difference the placement has made. I have just sent another referral to the organisation...'.

'Individuals are supported to maintain their ongoing health and physical wellbeing. They are encouraged to attend GP appoint ments and engage in activities that will support their physical he alth'.

Our staff say:

'All of the staff team ensure residents have all the time they nee d to do what makes them happy and keep them healthy, physic ally and mentally'.

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

Robust processes are in place at 20 Francis Avenue to protect people from abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at 20 Francis Avenue
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'Yes, I feel completely safe here, I have no issues at all'. 'I am safe here in this house, it is my home'.

Visiting professionals say:

'The team act urgently if they suspect any abuse or neglect an d will always follow the safeguarding pathway and notify the car e team'.

Our staff say:

'We are all trained to ensure residents are safe from harm at 2 0 Francis Avenue. The residents receive the best support at 20 Francis Avenue and they all feel able to approach staff and the management team, and they are confident that anything they r aise will be addressed'.

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

Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. 20 Fra ncis Avenue is a quality domestic, detached house providing a homely environment with spacious, private front and rear garde ns. The rear garden provides outdoor seating areas in a lovely landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t his process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'It really is lovely here; I honestly couldn't ask for more and I am grateful to live here'.

Visiting professionals say:

'The team ensure individuals live in accommodation that supports their well-being. If a person decides that they want to move on, the team will support them identify appropriate alternatives'.

What staff say:

'The accommodation is of a really high specification and reside nts look after and value the home, and they feel safe here'. 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)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

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

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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

0.40		
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	
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	2	
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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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)	1
No. of part-time staff (17-34 hours per week)	1
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 Senior Health Care Support Workers generally wor at the service in this role type. You should also k on a two-week rolling rota, as detailed below: include the average number of staff working in Week 1 – Monday, Tuesday, Saturday, Sunday each shift. Week 2 - Wednesday, Thursday, Friday. The average number of Senior Health Care Suppor t Workers working a day shift is one. Staff Qualifications No. of staff who have the required qualification to 2 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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 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 7 7 Health & Safety 7 Equality, Diversity & Human Rights 7 Infection, prevention & control 7 Manual Handling Safeguarding 7 7 Medicine management

7

7

7

Dementia

Food Hygiene

Positive Behaviour Management

Please outline any additional training undertaken The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance Lone Working and Security Awareness - Medication Awareness and Management MCA/Dol S - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currentl y available and allocated depending on department

and role:

- Moving and handling

- 'What's the message' de-escalation training

- Basic Life Support

- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired.

'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN

Contractual Arrangements No. of permanent staff 5 0 No. of Fixed term contracted staff 0 No. of volunteers 2 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 3 No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week)

Typical of the patternie in operation for employed	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.	Health care support workers, both day and night, g enerally work on a two-week rolling rota, as detaile d below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of staff working a day shift at the service is two. The average number of staff working a night (waking) shift at the service is one.		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7		
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	Edgeworth
Telephone Number	01492 545370
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre- -assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe r the service is right for them.

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?	2550
The maximum weekly fee payable during the last financial year?	2550

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Edgeworth is a small, community home with a maximum of two resi dents which facilitates the operation of a real time system of feedb ack, this enables us to continuously listen and respond to residen ts' needs all of the time. This is achieved through our consistent a nd dedicated team of staff who build positive and open connections with our residents There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service: - Monthly key worker meetings - Monthly residents' meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and residents are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. Edgeworth is a quality domestic apartment providing a homely environment w ith spacious, private landscaped garden. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to the expertise of our multidisciplinary t eam, including for individual and group support. Residents are en couraged to take part in shopping and cooking and where approp riate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company ve hicles, in order to engage in a comprehensive range of communit y facilities.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Edgeworth is a small, community home with a maximum of two r esidents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and o pen connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure the ey have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the more frequent visits to the service give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at Edgeworth that residents feel conformable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to Cl W and barcodes are up around the service, people know how t o use them.

Our residents say:

'I am happy here; it is much better than other places I have live d. Staff are good here and they treat me good'.

Visiting professionals say:

'People are very happy with the care they receive and have positive relationships with the care staff who support them'. 'Care staff have good relationships with... and strive to promote independence and encourage ... to make their own choices'.

Our staff say:

'All residents are at the centre of their care, treated with dignity and respect and supported to have their voices heard. We ensure residents are able to engage in meaningful opportunities'.

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.

At Edgeworth we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy.

We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Edgeworth
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, t o enable early intervention.

Our residents say:

'I feel good because I get to go out and about lots and I choose what I want to do each day'.

Visiting professionals say:

'Care staff treat people as individuals and have a good knowled ge of their needs'.

'Staffing levels at the service are good and ensure that people' s needs are met without delay'.

Our staff say:

'All of the staff team ensure residents have all the time they nee d to do what makes them happy and keep them healthy, physic ally and mentally'.

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

Robust processes are in place at Edgeworth to protect people f rom abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at Edgeworth
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'Yes, I feel completely safe here. Staff listen to everything I have to say'.

'Feel happy to raise concerns but honestly no problems at all'.

Visiting professionals say:

'Edgeworth has a safeguarding policy in place and all staff atte nd training in the safeguarding of adults at risk of abuse as well as other courses relevant to their roles'.

Our staff say:

'Any concerns are immediately addressed'.

'We are all trained to ensure residents are safe from harm. The residents receive the best support and they all feel able to appr oach staff and the management team, and they are confident t hat anything they raise will be addressed'.

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

Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. Edgew orth is a quality domestic apartment providing a homely environ ment with a spacious, private landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identifie d and managed appropriately
- The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t his process
- Policies and procedures are in place to support excellent infec tion control practices.

Our residents say:

'The flat is big and ok for my needs. My bedroom is big and I ha ve it just as I like it with my pictures on the walls. It is nice and h omely here'.

Visiting professionals say:

'The garden is spacious, accessible and contains furniture for p eople to enjoy spending time outdoors as they wish'. 'Bedrooms are personal, warm and clean, and offer people an opportunity for privacy and their own personal space'.

What staff say:

'The accommodation is of a really high specification and reside nts look after and value the home, and they feel safe here'.

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 | 7 31 March)

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

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

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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

01.50		
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	
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	2	
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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).	
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)	1	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	One senior support worker is on each day shift and works on the following shift pattern: Week 1 - Monday, Tuesday, Saturday, Sunday (8a m - 8pm) Week 2 - Wednesday, Thursday, Friday (8am - 8p m)	
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	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
Filled and vacant posts No. of staff in post	5	

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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

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

The following mandatory ntly available and are allortment and role:

The following mandatory training courses are curre ntly available and are allocated depending on depa rtment and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN)

Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers 0 No. of Agency/Bank staff 1 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 4 No. of part-time staff (17-34 hours per week) 0

0

No. of part-time staff (16 hours or under per week)

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.	Health Care Support Workers, both day and night, generally work on a two-week rolling rota, as detail ed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of support staff working a day shift at Edgeworth is two. The average number of support staff working a night shift (waking) at the service is one.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
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	Llannerch Grange
Telephone Number	01492540744
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe r the service is right for them.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2550
The maximum weekly fee payable during the last financial year?	2550

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?	17 Llannerch Grange is a small, community home with a maximum of five residents which facilitates the operation of a real time syste m of feedback, this enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service: - Monthly key worker meetings - Monthly residents' meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and residents are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
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	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. 17 Llanner ch Grange is a quality domestic, detached house providing a hom ely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas in a lovely landscape digarden. In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the ground sof Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to expertise of our multidisciplinary tea m, including individual and group support. Residents are encoura ged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition t o our in-house entertainment, our high level of staff support enabl es residents to have daily access to our pool of company vehicles , in order to engage in a comprehensive range of community facili ties.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.

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.

17 Llannerch Grange is a small, community home with a maxim um of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen an d respond to residents' needs all of the time. This is achieved t hrough our consistent and dedicated team of staff who build po sitive and open connections with our residents

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure the ey have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at 17 Llannerch Grange that residents f eel conformable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CI W and barcodes are up around the service, people know how t o use them.

Our residents sav:

'Yes, the staff listen to me. I choose what I do on a daily basis, and I am supported to carry out the activity. Currently I like to g o fishing for days out and I have just started volunteering on a boat, which I really enjoy'.

Visiting professionals say:

'Very positive how the staff team are engaging.'

'I was very impressed that the staff team engage in a planned w ay every day doing yoga, baking, meditation and planning activi ties and going out'.

Our staff say:

'I feel it is really important residents feel able to make their own choices, talk freely with staff about their thoughts and feelings a nd feel valued and supported'.

'I feel resident's voices are heard'.

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.

At 17 Llannerch Grange we pride ourselves in ensuring residen ts remain at their optimum level of physical and mental health, a nd remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully u nderstand residents' individual needs prior to them coming to li ve at 17 Llannerch Grange
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'I feel supported, it is fantastic the support I receive. I've recently had my medication review and annual health check at the doctors, and I have been supported with this and I am happy with this'

Visiting professionals say:

'has been really settled overall and enjoying living at Llannerch Grange which is a credit to the team'.

'Staff have some great ideas and ultimately ensure residents h ave ownership over their care and support'.

Our staff say:

'As staff at 17 Llannerch Grange, we support residents to live a healthy life in their home, we encourage healthy eating and ens ure residents are able to discuss any health issues with us; we recognise when to escalate any concerns or make external app ointments'.

'The residents are supported to make their own plans for the d ay and staff support where needed with activities; we encourag e the younger adults we support to be independence at all time s. The residents are very forthcoming with details of any health issues they may have, and then we support them to make and attend appointments'.

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

Robust processes are in place at 17 Llannerch Grange to prote ct people from abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at 17 Llannerch Grange
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'Yes, I feel safe here, this is my home'.

'I feel safe here and fully supported with any issues that I may h ave, I know I can go to staff when I need to'.

Visiting professionals say:

'.... has clearly forged positive relationships with their keyworker and other members of the team and it is working well'.

Our staff say:

'As a staff team we know it is our duty to provide a safe and ha ppy environment for the residents. We ensure residents feel co mfortable voicing any concerns they may have so that we can s upport them to address them'.

'I feel the residents at 17 Llannerch Grange understand our rol e and know they can be open and honest with us and we will al ways do our best to keep them safe and secure'.

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

Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. 17 Lla nnerch Grange is a quality domestic, detached house providing a homely environment with spacious, private front and rear gar dens. The rear garden provides outdoor seating areas in a lov ely landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identifie d and managed appropriately
- The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t
- Policies and procedures are in place to support excellent infec tion control practices.

Our residents say:

'I like my bedroom and I like to keep it clean and tidy. I like spen ding most my time in communal areas we have 2 relaxing loung es, I have my fish tank that I enjoy watching in the main lounge'.

What staff say:

'We try our best to promote independence, treating each reside nt as an individual, to make sure their needs are met and they have a good quality of life'.

'Residents always appear happy, safe and comfortable in their surroundings'.

Visiting professionals say:

The home is a large family house in a street of other similar ho uses. All bedrooms are large and have en-suite facilities and th ere is also a separate large family bathroom with a roll top bath. The accommodation is homely and comfortable'.

'People living here are involved in deciding on decorations suc h as pictures for the wall and soft furnishings'.

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	1
Positive Behaviour Management	1
Food Hygiene	1

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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			
Stan 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		
Coning a said and a said and a said a said			
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	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'.			
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can be added to 'Please outline any additional tr not outlined above'.	aining undertaken pertinent for this role which is		
can be added to 'Please outline any additional tr not outlined above'. Induction	aining undertaken pertinent for this role which is		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	aining undertaken pertinent for this role which is 1		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	aining undertaken pertinent for this role which is 1 1 1		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	aining undertaken pertinent for this role which is 1 1 1		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 1 1 1		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 1 1 1 1 1		
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1 1 1 1 1 1 1		

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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

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.	There is one Senior Support Worker employed at 1 7 Llannerch Grange who works on a two-week rolling rota, as detailed below. Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	13
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'.

11
13
13
13
13
13
13
13
13
13

Please outline any additional training undertaken The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currentl y available and allocated depending on department and role: Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired. 'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN

Contractual Arrangements		
No. of permanent staff	6	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	7	
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	

0

No. of part-time staff (16 hours or under per week)

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.	Health Care Support Workers, both day and night, generally work on a two-week rolling rota, as detail ed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday. The average number of support staff working a day shift at the service is three. The average number of support staff working a night shift (waking) at the service is one.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13	
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

Telephone Number	01352758899
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

Maes Y Vaynor

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2168.00
The maximum weekly fee payable during the last financial year?	2168

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Maes Y Vaynor is a small, community home with a maximum of fou r residents which facilitates the operation of a real time system of f eedback, this enables us to continuously listen and respond to re sidents' needs all of the time. This is achieved through our consist ent and dedicated team of staff who build positive and open conn ections with our residents There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service: - Monthly key worker meetings - Monthly residents' meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and residents are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. Maes Y Va ynor is a quality domestic, semi-detached house providing a hom ely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas in a lovely landscape d garden. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to expertise of our multidisciplinary tea m, including individual and group support. Residents are encoura ged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition t o our in-house entertainment, our high level of staff support enabl es residents to have daily access to our pool of company vehicles , in order to engage in a comprehensive range of community facili ties.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.

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.

Maes Y Vaynor is a small, community home with a maximum of f our residents which facilitates the operation of a real time syste m of feedback, which enables us to continuously listen and res pond to residents' needs all of the time. This is achieved throug h our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format t he individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure th ey have the opportunity to speak with the RI should they want t o. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunit y to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at Maes Y Vaynor that residents feel conformable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to Cl W and barcodes are up around the service, people know how t o use them.

Our residents say:

'Staff listen to me and I always have choices, I wouldn't change anything here'.

'Staff listen to me and help me, we discuss everything'.

Visiting professionals say:

'Staff work hard and are dedicated to supporting ... to the best of their ability to improve their mental health and wellbeing'.

Our staff say:

'Resident's meetings take place weekly at Maes Y Vaynor and t herefore residents are in full control of the week ahead and are able to plan with support, where required'.

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.

At Maes Y Vaynor we pride ourselves in ensuring residents rem ain at their optimum level of physical and mental health, and re main happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully u nderstand residents' individual needs prior to them coming to li ve at Maes Y Vaynor
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'Staff know me well and step in when I need help, I am happy livi ng here'.

Visiting professionals say:

'The manager is structured, professional and has a very clear motivation for providing an excellent service to young adults'. 'Individuals are supported to maintain their ongoing health and physical wellbeing. They are encouraged to attend GP appoint ments and engage in activities that will support their physical he alth'.

Our staff say:

'At Maes Y Vaynor we evaluate residents care regularly to ensu re we are providing care and support in line with their current n eeds'.

'We are well trained in residents' conditions and diagnosis; ther efore, we are able to provide the correct support to keep them well'.

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

Robust processes are in place at Maes Y Vaynor to protect peo ple from abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at Maes Y Vaynor
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'Yes, I feel completely safe here and I trust the staff'. 'The staff and the manager know when I am not myself and the y are always here to speak with'.

Visiting professionals say:

'... has an excellent relationship with the manager at Maes Y Va ynor which is built on trust and delivering what is promised'. 'The team strongly advocate for ... and their support is invaluab le'.

Our staff say:

'We have an open-door policy so that residents feel able to discuss any concerns they may have at an early stage so we are able to address them swiftly'.

'We know residents well and have formed trusted relationship w ith them'.

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

Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. Maes Y Vaynor is a quality domestic, semi-detached house providing a homely environment with a spacious, private garden. The gar den provides outdoor seating area in a lovely landscaped gard en.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t his process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'It is really nice here. I love sitting out in the garden in the sun, we all go out there together'.

'I like my bedroom; I like to keep it nice and tidy'.

What staff say:

'The environment promotes residents independence and the communal areas enable residents to develop skills for independent living'.

Visiting professionals say:

'The service offers an environment that supports people's well-being. The service is clean, tidy, and homely. People's rooms a re decorated in line with people's choices and preferences'.

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)

The following section requires you to answer questions about each staff type including information about the number of filled

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

and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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.

Induction	0
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.

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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?	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?	No	
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	11	
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	3	
Health & Safety	11	
Equality, Diversity & Human Rights	11	
Infection, prevention & control	11	
Manual Handling 11		
Safeguarding	11	
Medicine management	11	
Dementia	11	
Positive Behaviour Management	11	

Food Hygiene 11 Please outline any additional training undertaken The following mandatory training courses are curre pertinent to this role which is not outlined above. ntly available and are allocated depending on depa rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currently y available and allocated depending on department and role: - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired. 'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN Contractual Arrangements No. of permanent staff 6 0 No. of Fixed term contracted staff 0 No. of volunteers No. of Agency/Bank staff 5 0 No. of Non-guaranteed hours contract (zero hours) Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 3 No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week)

staff		
Health Care Support Workers, both day and night, generally work on a two-week rolling rota, as detail ed below: Week 1 – Monday, Tuesday, Saturday, Sunday (8a m - 8pm, 8pm - 8am) Week 2 – Wednesday, Thursday, Friday (8am - 8p m, 8pm - 8am) The average number of support staff working a day shift at the service is two. The average number of staff working a night (waking) shift at the service is one.		
Staff Qualifications		
9		
2		
Domestic staff		
No		
Catering staff		
No		
No		

Service Profile

Service Details

Name of Service	Plas Penmon Nursing Home
Telephone Number	01248490788
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe r the service is right for them.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	990
The maximum weekly fee payable during the last financial year?	1202.17

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Plas Penmon is a small care home with a maximum of 24 resident s which facilitates the operation of a real time system of feedback, this enables us to continuously listen and respond to residents' n eeds all of the time. This is achieved through our consistent and d edicated team of staff who build positive and open connections wit h our residents, and their representatives. There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service: - Family and resident meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and residents, and relatives, are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	20
How many bathrooms have assisted bathing facilities?	3
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	Plas Penmon is set within 5 acres of tranquil and picturesque gro unds, which extend to its own beach on the Menai Straits with spe ctacular views across the Straits to the Snowdonia National Park. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to expertise of our multidisciplinary tea m, including individual and group support. The kitchen staffed are skilled in providing specialist, modified diets where required. In ad dition to our in-house entertainment, our high level of staff suppor t enables residents to have access to our company vehicle, in ord er to engage in a comprehensive range of community facilities.

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	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.

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.

Plas Penmon is a small care home with a maximum of 24 reside nts which facilitates the operation of a real time system of feedb ack, and enables us to continuously listen and respond to resid ents' needs all of the time. This is achieved through our consist ent, stable and dedicated team of staff who build positive and o pen connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- A thorough pre-assessment takes place so we have a good u nderstanding of residents' individual communication needs, and who supports them with their decision making.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure th ey have the opportunity to speak with the RI should they want t o. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunit y to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at Plas Penmon that residents feel conformable raising things with staff at all levels.
- Residents and relatives are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'Staff listen to me and I have choices about my care'.

Relatives say:

'Every time I visit Plas Penmon to see ..., I am impressed by ho w content and settled they are, and how well they are as an individual in group society'.

Our staff say:

'We promote choice about individuals' care ensuring that it is p erson centred'.

'Staff always listen and give residents a choice'.

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.

- At Plas Penmon we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:
- Ensuring robust pre-assessments are completed so we fully u nderstand residents' individual needs prior to them coming to li ve at Plas Penmon
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident wh ere appropriate, to ensure care is provided in line with resident' s current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents current needs, and reviewed regularly
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, t o enable early intervention.

Our residents say:

'I am happy with support and staff arrange for me to go to the g ym once a week to keep my limbs moving'.

Our staff say:

'Residents are always given the opportunities and support to m ake their own decisions. As a senior staff member, I ensure that residents are listened to'.

'Staff are kind and considerate at all times'.

Relatives say:

'I am very happy with the care that my mother is receiving and h ave always had excellent support from all of the staff at Plas Penmon'.

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

Robust processes are in place at Plas Penmon to protect peopl e from abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to work at Plas Penmon
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'I feel very safe 24 hours a day'.

Our staff say:

'All staff ensure that residents are always protected from abuse and harm. There are sufficient staff on 24 hours a day to ensur e people remain safe and well'.

Relatives say:

'The staff, through their hard work and dedication, achieve high standards in individual and group living and deserve every prai se and reward for this'. The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. Plas P enmon is a quality manor house, which has been renovated an d developed into a care home, providing a homely, spacious en vironment. Plas Penmon is set within 5 acres of tranguil and pic turesque grounds, which extend to its own beach on the Menai Straits with spectacular views across the Straits to the Snowdon ia National Park.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identifie d and managed appropriately
- The purpose built kitchen, which has the highest food hygiene rating of five (very good), is fully equip to cater for a wide range of individual needs
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t his process
- Policies and procedures are in place to support excellent infec tion control practices.

Our residents say:

'The accommodation is great for me and it supports my wellbein g. My room and the views are lovely, my room is large enough f or all the equipment I need'.

What staff say:

'The environment ensures we can continue to promote people's independence and ensure all their needs are met, whilst mainta ining their dignity'.

'Pre-assessments are carried out to ensure suitability and com patibility, and to ensure we can meet people's needs at Plas Pe nmon prior to them moving in'.

Relatives say:

'I find the staff at Plas Penmon completely meet the four wellbei ng statements'.

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 | 29 31 March)

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.

Induction	0
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 The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care

> - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non

- Information Governance

-Clinical)

- Fire Safety

Lone Working and Security Awareness

- Equality, Diversity and Human Rights

- Medication Awareness and Management

- MCA/Dol S

- Mental Health, Dementia and LD

- Moving and Handling (Clinical and Non-Clinical)

- Positive Behavioural Support (PBS)

- Risk Assessment

- Safeguarding (Adults)

Safeguarding (Children)

- Slips, Trips and Falls

The following practical training courses are currentl y available and allocated depending on department and role:

Moving and handling

- 'What's the message' de-escalation training

- Basic Life Support

- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired.

'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN

Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff 0 0 No. of volunteers 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 0 No. of part-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) 0

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

1

Positive Behaviour Management

Food Hygiene

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
-	T _N	
Does your service structure include roles of this type?	No	
Registered nurses		
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	6	
No. of posts vacant	1	
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'.		
can be added to 'Please outline any additional to	y have been undertaken. Any training not listed	
can be added to 'Please outline any additional to	y have been undertaken. Any training not listed	
can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
can be added to 'Please outline any additional to not outlined above'. Induction	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6 6 6	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6 6 6 6 6	

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN)

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

Contractual Arrangements

staff

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

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.

Registered Nurses, both day and night, generally w ork on a two-week rolling rota, as detailed below.

Week 1 – Monday, Tuesday, Saturday, Sunday - 8-8 12 hour shifts

Week 2 – Wednesday, Thursday, Friday - 8-8 12 hour shifts

The average number of registered nurses on both days and waking nights is one.

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.

No. of staff in post 2

No. of posts vacant 0

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety

-Clinical)

- Health, Safety and Welfare

- Information Governance Lone Working and Security Awareness

- Medication Awareness and Management

- MCA/DoLS - Mental Health, Dementia and LD

- Moving and Handling (Clinical and Non-Clinical)

- Infection Prevention and Control (Clinical and Non

- Positive Behavioural Support (PBS)

- Risk Assessment

- Safeguarding (Adults)

Safeguarding (Children)

- Slips, Trips and Falls

The following practical training courses are currentl y available and allocated depending on department and role:

Moving and handling

- 'What's the message' de-escalation training

- Basic Life Support

- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired.

'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN

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

Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed Senior Health Care Support Workers, both day and at the service in this role type. You should also night, generally work on a two-week rolling rota, as include the average number of staff working in detailed below: each shift. Week 1 - Monday, Tuesday, Saturday, Sunday; 8-8 12 hour shifts Week 2 - Wednesday, Thursday, Friday; 8-8 12 ho ur shifts The average number of Senior Health Care Suppor t Workers working a day shift at the service is one. Staff Qualifications 2 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Other social care workers providing direct care Yes Does your service structure include roles of this type? 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 41

No. of posts vacant 0

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

Induction	12
Health & Safety	41
Equality, Diversity & Human Rights	41
Infection, prevention & control	41
Manual Handling	41
Safeguarding	41
Medicine management	41
Dementia	41
Positive Behaviour Management	41
Food Hygiene	41

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

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN)

Contractual Arrangements

No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	24
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)	12
No. of part-time staff (17-34 hours per week)	5
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 Health care support workers, both day and night, g at the service in this role type. You should also enerally work on a two-week rolling rota, as detaile include the average number of staff working in d below: each shift. Week 1 - Monday, Tuesday, Saturday, Sunday; 8-8, 12 hours shifts Week 2 - Wednesday, Thursday, Friday; 8-8, 12 h our shifts The average number of support staff working a day shift at the service is seven. The average number of staff working a night shift a t the service is four. Staff Qualifications No. of staff who have the required qualification to 21 be registered with Social Care Wales as a social care worker No. of staff working towards the 20 required/recommended qualification

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	0

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

Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
•	•

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

Contractual Arrangements

staff

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

No. of permanent staff 5 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 2 No. of Non-guaranteed hours contract (zero hours) 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)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	7

Catering 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	2
No. of posts vacant	0

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

0
2
2
2
2
2
2
2
2
2

Please outline any additional training undertaken The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical)

- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/Dol S
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currentl y available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired.

'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN

Contractual Arrangements 2 No. of permanent staff No. of Fixed term contracted staff 0 0 No. of volunteers 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff 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	2
No. of staff working toward required/recommended qualification	0

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 Person; To co-ordinate/ carry out re pairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment. Activity Coordinator; To coordinate the activities w ithin the home. Administrator x 2; To oversee the administration w ithin the home.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken The following mandatory training courses are curre ntly available and are allocated depending on depa pertinent to this role which is not outlined above. rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance Lone Working and Security Awareness - Medication Awareness and Management - MCA/Dol S - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currentl y available and allocated depending on department and role: Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto

practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired.

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Contractual Arrangements No. of permanent staff 3 No. of Fixed term contracted staff 0 0 No. of volunteers 1 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 0 3 No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) 0

Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
qualification	

Service Profile

Service Details

Name of Service

Telephone Number	01492540778
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe r the service is right for them.

Ryecroft

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1356.81
The maximum weekly fee payable during the last financial year?	2066

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?

Ryecroft is a small, community home with a maximum of five resid ents which facilitates the operation of a real time system of feedback, this enables us to continuously listen and respond to residents 'needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings
- Monthly residents' meetings
- Annual satisfaction questionnaires are sent out and responses a nalysed
- Three monthly Responsible Individual visits take place and resid ents are informed of the visits in advance to ensure they have the opportunity to meet with the RI
- There is an open-door policy at the service and residents are ab le to speak with the manager at any time
- CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	5
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	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. Ryecroft is a quality domestic, detached house providing a homely environm ent with spacious, private front and rear gardens. The rear area p rovides outdoor seating areas in a lovely landscaped garden. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to expertise of our multidisciplinary tea m, including individual and group support. Residents are encoura ged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition t o our in-house entertainment, our high level of staff support enabl es residents to have daily access to our pool of company vehicles , in order to engage in a comprehensive range of community facili ties.

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)	Yes	
Other	Yes	
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.	

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.

Ryecroft is a small, community home with a maximum of five residents which facilitates the operation of a real time system of fee dback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent, dedicated staff team who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure the y have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at Ryecroft, that residents feel conforma ble raising things
- Residents are encouraged to provide feedback directly to CI W and barcodes are up around the service, people know how t o use them.

Our residents say:

'I am able to make decisions, and have choices about everythin g, staff never tell us what to do, we choose what we want to do'. Visiting professionals say:

'... is voicing their preferences and choices about every aspect of their daily life and the support team at Ryecroft are supporting accordingly. ... is supported to access the community resourc es most days which is what their preference is. ... is fully include d in all decision making and is continuously encouraged to maximise independence with all activities of daily living. From my point of view their care and support provision is enabling them to a chieve all identified outcomes to their preference and choice'. Our staff say:

'The residents at Ryecroft are always given all the options avail able to them and supported to have choices'.

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.

- At Ryecroft we pride ourselves in ensuring residents remain at t heir optimum level of physical and mental health, and remain h appy. We do this by:
- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able t o intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, t o enable early intervention

Our residents say:

'Yes, I am happy. Staff support me to stay healthy and make ap pointments when I need them, they support me to be on time. I have key worker meetings which involve us talking about how I am doing and what I can do, or need, in the future'.

'I feel that the choices I have are good and give me a lot of options'.

Visiting professionals say:

'... reports to be happy, feeling they belongs at Ryecroft and ha s built positive and lasting relationships with co-residents and the support team. the support team monitor ... health closely and arrange and support with all required appointments – they are very proactive which has prevented any significant physical or mental health deterioration. Communication with the team is excellent. ... is supported most days to visit the local community resources where ... has also built relationships. ... is continuously encouraged to maximise their skills and engage in all activities of daily living'.

Our staff say:

'As a staff team we know it is our responsibility to ensure that e ach person's health and wellbeing are maintained, and we are able to do this because we know the residents so well and we li sten carefully to what they tell us'

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

Robust processes are in place at Ryecroft to protect people fro mabuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at Ryecroft
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns Our residents say:

'Yes, I feel safe living at Ryecroft. Staff and my friends keep me safe and I can speak to staff about any worries or concerns I m ay have'.

'Staff are here day and night to help me and keep me safe'. 'Yes, I am safe and protected here, I know that'.

Visiting professionals say:

'Prior to moving to Ryecroft ... has lived in supported tenancies, where they experienced physical and mental health deterioratio n and as a result was open to financial abuse and neglect. Sinc e living at Ryecroft ... has developed strategies with the support team to maintain as independent as possible with their finances , whilst still being protected. This is working well and it was ... ch oice to put these safety measures in place. .. reports that they f eel the co-residents and staff at Ryecroft are family and ... feels safe and happy living at Ryecroft and does not want to move. D uring previous home visits to see ... I found the accommodation at Ryecroft homely and inviting and the staff team very proactiv e, encouraging and supportive, kind and caring and open and t ransparent. From my point of view ... is living in the ideal place ment, which protects ... whilst maximising skills and independen ce. Ryecroft is a happy place to be, with staff always being posi tive and smiling'.

Our staff say:

'We ensure residents feel comfortable talking to us and we provide a secure space for them to discuss any concerns, so we are able to deal with them and protect them'.

The extent to which people live in accommodation that best Care and support are provided within an environment which pro supports their wellbeing and achievement of their personal motes residents' sense of belonging and their wellbeing. Ryecr outcomes. oft is a quality domestic, detached house providing a homely en vironment with spacious, private front and rear gardens. The re ar garden provides outdoor seating areas in a lovely landscape d garden We ensure this continues by: - Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager - The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identifie d and managed appropriately - The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme - Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences - Policies and procedures are in place to support excellent infec tion control practices Our residents say: 'I love the kitchen layout because I like sitting at the dining table with my friends and having nice meals'. 'I love living here. I have a happy, normal life'. Visiting professionals say: ... tells me during every contact how much they feel at home in Ryecroft and that they feel that they belong there. ... has recen tly moved rooms to allow ... to remain long term at Ryecroft, wh en care and support may require more equipment use due to d eterioration in physical health. This plan was made with ... to pl an forward and to reassure ... that they can remain living at Ry ecroft for as long as they choose, which again is their preference e and choice. I feel that the accommodation and support team enable ... to remain mobile and active for as long as possible a nd the approach used by the support team encourages ... to m aximise abilities and achieve desired outcomes. During every re view ... main concern is that they may have to move from Ryecr oft and ... is reassured all the time by the team that moving will be ...'s choice. From my point of view ... is living in the right plac ement, where they are happy and feel safe and supported with

> e place to live'. What staff say:

'As a staff team we empower residents to manage their own live s and we promote independence, the environment at Ryecroft enables us to do this'.

an excellent staff team. The consistency in staffing and the com mitment from all staff members makes Ryecroft a happy and saf

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 | 9 31 March)

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	1
Positive Behaviour Management	1
Food Hygiene	1

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

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

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?	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	
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	2	
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	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non -Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

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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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed Senior Health Care Support Workers generally wor at the service in this role type. You should also k on a two-week rolling rota, as detailed below (8a include the average number of staff working in m - 8pm): each shift. Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 - Wednesday, Thursday, Friday The average number of Senior Health Care Suppor t Workers working a day shift at the service is one. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification

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	13
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	3
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
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- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN)

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	2
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.	Health Care Support Workers, both day and night, generally work on a two-week rolling rota, as detail ed below (8am - 8pm, 8pm - 8am): Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of support staff working a day shift at the service is three. The average number of staff working a night (waking) shift at the service is two.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13	
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	Swn Y Wylan
Telephone Number	01492540469
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre- -assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are

limitations, we are clear about these at pre-assessment; this en ables the individual to make an informed decision about whethe

r the service is right for them.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1512.94
The maximum weekly fee payable during the last financial year?	1995

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Swn Y Wylan is a small, community home with a maximum of six re sidents which facilitates the operation of a real time system of fee dback, this enables us to continuously listen and respond to resid ents' needs all of the time. This is achieved through our consisten t and dedicated team of staff who build positive and open connect ions with our residents There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this servi ce: - Monthly key worker meetings - Monthly residents' meetings - Annual satisfaction questionnaires are sent out and responses a nalysed - Three monthly Responsible Individual visits take place and resid ents are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are ab le to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Care and support are provided within an environment which prom otes residents' sense of belonging and their wellbeing. Swn Y Wyl an is a quality domestic, detached house providing a homely envir onment with spacious, private front and rear gardens. The rear ar ea provides outdoor seating areas in a lovely landscaped garden. In addition, all residents are encouraged to visit our group 32-acr e nature reserve, Felin Y Gors, which is located within the ground s of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting t his site, and participating in various activities there, to be very the rapeutic for our residents.
Provide details of any other facilities to which the residents have access	All residents have access to expertise of our multidisciplinary tea m, including individual and group support. Residents are encoura ged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition t o our in-house entertainment, our high level of staff support enabl es residents to have daily access to our pool of company vehicles , in order to engage in a comprehensive range of community facili ties.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre- assessment and their care and treatment plan is developed aroun d this and is resident specific.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Swn Y Wylan is a small, community home with a maximum of six residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and o pen connections with our residents.

There are further ways we ensure residents voices are heard a nd this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, s taff, visiting professionals and relatives, all responses are analy sed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure the ey have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feed back and observations at Swn Y Wylan that residents feel conformable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CI W and barcodes are up around the service, people know how t o use them.

Our residents say:

'Everything is perfect, staff are very good to me'.

Visiting professionals say:

'People are involved in planning their personal care plans and are in charge of how their care and support is provided to achie ve their outcomes'.

Our staff say:

'We work hard to ensure that residents get their voices heard a nd we continuously do things in their best interests'.

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.

At Swn Y Wylan we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully u nderstand residents' individual needs prior to them coming to li ve at Swn Y Wylan
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external refer rals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; an y changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

 $\mbox{\it I}$ get on well with staff and $\mbox{\it I}$ am regularly visited by my family, I have no concerns'.

'I see my doctor regularly'.

Visiting professionals say:

'People are happy with the care and support they receive from competent care staff employed at the service'.

'Staff are respectful, caring and take time to get to know people and their representatives'.

Our staff say:

'We know the people we support well and we report any change s to the manager who would act on them straight away'.

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

Robust processes are in place at Swn Y Wylan to protect people from abuse and neglect, these include:

- Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles
- Staff attend safeguarding training annually, as a minimum
- There is a rigorous selection and vetting system in place to en sure new staff have the skills, knowledge and value base to wor k at Swn Y Wylan
- Staff are well supported and staff turnover is low, therefore st aff know the residents well and have built up positive, trusting r elationships with them
- Ongoing quality assurance processes are in place to continuo usly review the standards of care and support provided includin g oversight from the RI during regular visits
- Incidents and accidents are reviewed monthly at all levels within the organisation
- An open culture is promoted throughout the service so reside nts and staff feel able and supported to raise any concerns the y may have.

Our residents say:

'Excellent care and support, I am glad I am here'.

Visiting professionals say:

'Care staff know what to look out for and how to raise concerns if they suspect someone's wellbeing is compromised'.

'The service is responsive and care staff are trained in safegua rding'.

Our staff say:

'We build up relationships with residents so they know they can trust us and tell us if anything is wrong, we are trained to recognise signs of abuse'.

The extent to which people live in accommodation that best Care and support are provided within an environment which pro motes residents' sense of belonging and their wellbeing. Swn Y supports their wellbeing and achievement of their personal outcomes. Wylan is a quality domestic, detached house providing a homel y environment with spacious, private front and rear gardens. Th e rear garden provides outdoor seating areas in a lovely landsc aped garden. We ensure this continues by: - Having a rolling, ongoing maintenance plan in place which is

- monitored by the Group Property Manager
- The organisation is supported by external health and safety a dvisors who complete regular inspections with any risks identifie d and managed appropriately
- The homely kitchen, which has the highest food hygiene ratin g of five (very good), is ideal for residents to engage in our 'sho p, cook and serve' programme
- Residents are regularly able to discuss the environment and a ny changes they may want. They are able to personalise their b edrooms to suit their individual preferences, and staff support t
- Policies and procedures are in place to support excellent infec tion control practices.

Our residents say:

'Good, very nice indeed, beautiful'.

Visiting professionals say:

'The service is provided in an environment with facilities and eq uipment that promotes achievement of people's personal outco mes'.

What staff say:

We have spacious gardens and this enables residents to have their own space and freedom'.

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)

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

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
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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 10000 pertinent to this role which is not outlined above. The following mandatory training courses are curre ntly available and are allocated depending on depa rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance Lone Working and Security Awareness - Medication Awareness and Management MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currently y available and allocated depending on department and role: - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired. 'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN **Contractual Arrangements**

No. of permanent staff No. of Fixed term contracted staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (17-34 hours per week) Outline below the number of permanent and fixed term contact staff by hours worked per week.

0

No. of part-time staff (16 hours or under per week)

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	I	
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	2	
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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	

Please outline any additional training undertaken 10000 pertinent to this role which is not outlined above. The following mandatory training courses are curre ntly available and are allocated depending on depa rtment and role: - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non -Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls The following practical training courses are currently y available and allocated depending on department and role: - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical trainin g dates are provided to individual managers based on the individual needs of the service. It is the indivi dual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handlin g and What's the Message (WTM), as and when re quired. 'What's the Message' focuses on teaching personcentred positive behaviour support based on preve ntion strategies and not just de-escalation. All traini ng sessions are bespoken to the individual service s and residents within the organisation, and a traini ng needs analysis (TNA) is completed at each site prior to the training being delivered. The organisati on has invested in training staff to deliver WTM trai ning and we continue to grow the staff team availab le as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the exter nal training sessions are certified by the BILD Asso ciation of Certified training (ACT), demonstrating th at TtT training programmes fully comply with the Re straint Reduction Network Training Standards (RRN Contractual Arrangements

Contractual Arrangements		
	T	
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	
•	•	

Typical shift patterns in operation for employed staff Senior Health Care Support Workers generally wor Set out the typical shift patterns of staff employed at the service in this role type. You should also k on a two-week rolling rota, as detailed below (8a include the average number of staff working in m - 8pm): each shift. Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 - Wednesday, Thursday, Friday The average number of Senior Health Care Suppor t Workers staff working a day shift at the service is one. Staff Qualifications No. of staff who have the required qualification to 2 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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 0 No. of posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	3
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13

The following mandatory training courses are curre ntly available and are allocated depending on department and role:

- Basic life support (Clinical and Non-Clinical)
- Customer care
- Dignity in care
- Equality, Diversity and Human Rights
- Fire Safety
- Health, Safety and Welfare
- Infection Prevention and Control (Clinical and Non-Clinical)
- Information Governance
- Lone Working and Security Awareness
- Medication Awareness and Management
- MCA/DoLS
- Mental Health, Dementia and LD
- Moving and Handling (Clinical and Non-Clinical)
- Positive Behavioural Support (PBS)
- Risk Assessment
- Safeguarding (Adults)
- Safeguarding (Children)
- Slips, Trips and Falls

The following practical training courses are currently available and allocated depending on department and role:

- Moving and handling
- 'What's the message' de-escalation training
- Basic Life Support
- Annual Medication Competency Assessment

The organisation employs a full time Training and Development Officer who is responsible for organisi ng and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.

'What's the Message' focuses on teaching personcentred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoken to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	4
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.	Health Care Support Workers, both day and night, generally work on a two-week rolling rota, as detail ed below (8am - 8pm, 8pm - 8am): Week 1 – Monday, Tuesday, Saturday, Sunday	
	Week 2 – Wednesday, Thursday, Friday The average number of Health Care Support Work er staff working a day shift at the service is three. The average number of Health Care Support Work er staff working a night (waking) shift at the service is two.	
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	
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	