

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	Compass Community Care Ltd	
The provider was registered on:	04/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Compass Community Care Ltd -W030001598M0010001	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/01/2019
	Responsible Individual(s)	Karen Lamb
	Manager(s)	Sharon Jones
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service
	Compass Community Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/01/2019
	Responsible Individual(s)	Louisa Britton
	Manager(s)	Gaynor Dunwell
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	Compass Community Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/01/2019
	Responsible Individual(s)	Louisa Britton
	Manager(s)	Gaynor Dunwell
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider

We have our own internal training department which enables us to identify, source & deliver training which is relevant & client specific. Our training Matrix is reviewed monthly with a 3 monthly programme always in place. Our programme is reactive to the current workforce and needs of our clients. The individual support plan will reflect the individual training requirement of each client and this is shared and updated by service managers. Where necessary we will source external training.

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

We use the mediums of advertising through traditional job boards in the job centres, expert recruitment sites such as indeed and the use of social media. We have recommend a friend bonus scheme in place for staff. We have been flexible in our approach to offering contracts of all sizes and work with staff who need flexible working. Our retention rates are steady and have large numbers of core staff that have worked for us in excess of 20 years. we have also recruited staff from overseas.

Service Profile

Service Details

Name of Service	Compass Community Care Ltd
Telephone Number	01686610303
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	NA

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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Fees Charged

The minimum hourly rate payable during the last financial year?	10
The maximum hourly rate payable during the last financial year?	18.97

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	we hold quarterly service discussion groups which are facilitated by the registered manager, where we discuss this and update the individuals of any changes, also what they can expect from us as the service provider. service user guides are given to all individuals when we commence service or when service is changed. Managers hold 1-1 meetings with the clients to discuss any changes on a more 1-1 basis. we also send out 4 monthly news letters to inform all clients of upcoming events and any changes that have been made throughout the organisation.

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)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference

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.

Through regular visits to the service by the RI, registered manager and the service managers we give all individuals who access our service the opportunity to raise any concerns, discuss how they want their support to be delivered and make both short and long term goals.

Annual questionnaires are sent out to gain feedback on how we are doing and generally the feedback has been positive and people are satisfied that we are meeting their expectations.

We support with annual care plan reviews where their outcomes are discussed and plans agreed to achieve these. We offer the clients that we support the opportunity to have daily, weekly, bi-weekly, or monthly meetings to discuss and plan what they want and need to do. At these meetings we talk about a whole host of things, from paying bills, arranging appointments, leisure activities and what is going on in the community, tasks at home and their progression plans that they have in place. These meetings are carried out with their support staff, and this could be formally or informally as they choose.

These meetings are delivered in a format that meets their identified communication need – verbal/signs/pictorial/makaton or using technology such as iPads, computers, and resource boxes. Planning can be made for their long- and short-term outcomes as well as day to day activities. Each month as part of the Service Managers meeting, we review "what matters to me" conversations and ensure that we are delivering their service how they want it, when they want it and when they need it.

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

We have a wellbeing and a social health and well-being section within the Service Delivery Plan assessment that identifies the support need and the support they want. Clear client profiles are written to ensure that this reflects both wants and needs of the individual. This plan assesses physical health, on-going medical conditions, pain management, mental health, mobility, personal support, and well-being (eating and drinking, healthy eating, bathing, and showering, washing hair, cleaning teeth, skin care, P C routines, medication, medical appointments etc), maintaining/developing family/friendships/relationships, sensory and assistive technology. This assessment is designed to give a holistic view of the individuals physical, mental, and emotional well-being. Part of our assessment plan records how choices are made and any best interest decisions where individual are unable to give verbal consent. Our recording system ensures that any change in need and support is detected as early on as possible and that we support the person to seek early intervention to get the right care and support to remain as independent as possible.

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

Clients: Through 1.1 meetings, service discussion group meetings, questionnaires, internal monitoring, and observations our clients are given the opportunity to discuss concerns and or fears they may have. The meetings are aimed at working with the individual to recognise what is and is not acceptable behaviour from anyone not just staff. Each interaction that a staff member has with a client should always touch on the safety of an individual so that this becomes a natural part of delivering safe support. Staff: All required safety checks are carried out as part of the recruitment process and staff receive full training in line with the Wales Safeguarding Procedures. Processes and procedures in place to report are followed in line with legislation and regulation. We have always had an open and transparent relationship with the safeguarding team that has encouraged collaboration and resulted in the completing of PPSSRF and MARF forms with the correct information for them to be able to assess the case.

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)	78.83
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	7
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	3
	Equality, Diversity & Human Rights	0
	Manual Handling	4
	Safeguarding	3
Dementia	0	
Positive Behaviour Management	2	

Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness- 3 Fire awareness- 3 Epilepsy- 3 Buccal- 3
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	2
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	5
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	6
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	4
Equality, Diversity & Human Rights	0

Manual Handling	5
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness- 2 Fire Awareness- 4 Epilepsy- 3 Buccal-3
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	3
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	128
No. of posts vacant	27
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	23
Health & Safety	42
Equality, Diversity & Human Rights	0
Manual Handling	21
Safeguarding	52
Dementia	0
Positive Behaviour Management	73

Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness- 36 Epilepsy- 18 Buccal- 18
Contractual Arrangements	
No. of permanent staff	112
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
No. of Non-guaranteed hours contract (zero hours) staff	16
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)	37
No. of part-time staff (17-34 hours per week)	58
No. of part-time staff (16 hours or under per week)	17
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	83
No. of staff working towards the required/recommended qualification	18
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	Compass Community Care Ltd
Telephone Number	07891544427
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	18.97

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	We hold quarterly service discussion groups which are facilitated by the registered manager where we discuss this and update individuals of any changes and what they can expect from us as their service provider, service user guides are given when we start providing a service or when changes are made. 1:1 6 weekly meetings took place with the service manager where this would also be a opportunity to discuss this. we also send out 4 monthly newsletters to all clients updating them on what's been going on, anything that is planned and any changes we have made throughout the organisation.

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)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Through regular visits to the service by the RI, registered manager and the service managers we give all individuals who access our service the opportunity to raise any concerns, discuss how they want their support to be delivered and make both short and long term goals.</p> <p>Annual questionnaires are sent out to gain feedback on how we are doing and generally the feedback has been positive and people are satisfied that we are meeting their expectations.</p> <p>We support with annual care plan reviews where their outcomes are discussed and plans agreed to achieve these. We offer the clients that we support the opportunity to have daily, weekly, bi-weekly, or monthly meetings to discuss and plan what they want and need to do. At these meetings we talk about a whole host of things, from paying bills, arranging appointments, leisure activities and what is going on in the community, tasks at home and their progression plans that they have in place. These meetings are carried out with their support staff, and this could be formally or informally as they choose.</p> <p>These meetings are delivered in a format that meets their identified communication need – verbal/signs/pictorial/makaton or using technology such as iPads, computers, and resource boxes. Planning can be made for their long- and short-term outcomes as well as day to day activities. Each month as part of the Service Managers meeting, we review “what matters to me” conversations and ensure that we are delivering their service how they want it, when they want it and when they need it.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have a wellbeing and a social health and well-being section within the Service Delivery Plan assessment that identifies the support need and the support they want. Clear client profiles are written to ensure that this reflects both wants and needs of the individual. This plan assesses physical health, on-going medical conditions, pain management, mental health, mobility, personal support, and well-being (eating and drinking, healthy eating, bathing, and showering, washing hair, cleaning teeth, skin care, P C routines, medication, medical appointments etc), maintaining/developing family/friendships/relationships, sensory and assistive technology. This assessment is designed to give a holistic view of the individuals physical, mental, and emotional well-being. Part of our assessment plan records how choices are made and any best interest decisions where individual are unable to give verbal consent. Our recording system ensures that any change in need and support is detected as early on as possible and that we support the person to seek early intervention to get the right care and support to remain as independent as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through 1.1 meetings, service discussion group meetings, questionnaires, internal monitoring, and observations our clients are given the opportunity to discuss concerns and or fears they may have. The meetings are aimed at working with the individual to recognise what is and is not acceptable behaviour from anyone not just staff. Each interaction that a staff member has with a client should always touch on the safety of an individual so that this becomes a natural part of delivering safe support.</p> <p>Staff: All required safety checks are carried out as part of the recruitment process and staff receive full training in line with the Wales Safeguarding Procedures. Processes and procedures in place to report are followed in line with legislation and regulation. We have always had an open and transparent relationship with the safeguarding team that has encouraged collaboration and resulted in the completing of PPSSRF and MARF forms with the correct information for them to be able to assess the case.</p>

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

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

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness- 6 First aid- 5 Fire awareness- 5 Epilepsy- 3 Buccal- 3
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	5

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	8
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid- 5 Fire awareness- 5 Medication awareness- 2 Epilepsy- 3 Buccal - 3
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	8
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	8
No. of posts vacant	4
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	6
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication awareness- 4 First aid-3 Epilepsy-3
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
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)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8

No. of staff working towards the required/recommended qualification	0
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	Compass Community Care Ltd -W030001598M0010001
Telephone Number	01352706234
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	54
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Fees Charged

The minimum hourly rate payable during the last financial year?	10
The maximum hourly rate payable during the last financial year?	18.97

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	1
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?	we hold quarterly service discussion groups which are facilitated by the registered manager, where we discuss this and update the individuals of any changes, also what they can expect from us as the service provider. service user guides are given to all individuals when we commence service or when service is changed. Managers hold 1-1 meetings with the clients to discuss any changes on a more 1-1 basis. we also send out 4 monthly news letters to inform all clients of upcoming events and any changes that have been made throughout the organisation.

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)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference are also used for some individuals.

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.

Through regular visits to the service by the RI, registered manager and the service managers we give all individuals who access our service the opportunity to raise any concerns, discuss how they want their support to be delivered and make both short and long term goals.

Annual questionnaires are sent out to gain feedback on how we are doing and generally the feedback has been positive and people are satisfied that we are meeting their expectations.

We support with annual care plan reviews where their outcomes are discussed and plans agreed to achieve these. We offer the clients that we support the opportunity to have daily, weekly, bi-weekly, or monthly meetings to discuss and plan what they want and need to do. At these meetings we talk about a whole host of things, from paying bills, arranging appointments, leisure activities and what is going on in the community, tasks at home and their progression plans that they have in place. These meetings are carried out with their support staff, and this could be formally or informally as they choose.

These meetings are delivered in a format that meets their identified communication need – verbal/signs/pictorial/makaton or using technology such as iPads, computers, and resource boxes. Planning can be made for their long- and short-term outcomes as well as day to day activities. Each month as part of the Service Managers meeting, we review “what matters to me” conversations and ensure that we are delivering their service how they want it, when they want it and when they need it.

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

We have a wellbeing and a social health and well-being section within the Service Delivery Plan assessment that identifies the support need and the support they want. Clear client profiles are written to ensure that this reflects both wants and needs of the individual. This plan assesses physical health, on-going medical conditions, pain management, mental health, mobility, personal support, and well-being (eating and drinking, healthy eating, bathing, and showering, washing hair, cleaning teeth, skin care, P C routines, medication, medical appointments etc), maintaining/developing family/friendships/relationships, sensory and assistive technology. This assessment is designed to give a holistic view of the individuals physical, mental, and emotional well-being. Part of our assessment plan records how choices are made and any best interest decisions where individual are unable to give verbal consent. Our recording system ensures that any change in need and support is detected as early on as possible and that we support the person to seek early intervention to get the right care and support to remain as independent as possible.

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

Clients: Through 1.1 meetings, service discussion group meetings, questionnaires, internal monitoring, and observations our clients are given the opportunity to discuss concerns and or fears they may have. The meetings are aimed at working with the individual to recognise what is and is not acceptable behaviour from anyone not just staff. Each interaction that a staff member has with a client should always touch on the safety of an individual so that this becomes a natural part of delivering safe support. Staff: All required safety checks are carried out as part of the recruitment process and staff receive full training in line with the Wales Safeguarding Procedures. Processes and procedures in place to report are followed in line with legislation and regulation. We have always had an open and transparent relationship with the safeguarding team that has encouraged collaboration and resulted in the completing of safeguarding referral forms with the correct information for them to be able to assess the case.

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)	36.81
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	4
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	4
	Equality, Diversity & Human Rights	0
	Manual Handling	4
	Safeguarding	4
Dementia	0	
Positive Behaviour Management	2	

Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness, Epilepsy, Buccal, First Aid. Report Writing, Mental Health awareness. also any client specific training that may be required for all managers.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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	4
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
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	6
No. of posts vacant	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	6
Equality, Diversity & Human Rights	0

Manual Handling	5
Safeguarding	6
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All will have client specific training to enable them to support clients. i.e Epilepsy, buccal, first aid, Diabetes, Fire awareness, Autism. Report writing, Mental Health Awareness. infection control.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
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	58
No. of posts vacant	28
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	23
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	11
Safeguarding	10
Dementia	0
Positive Behaviour Management	15

Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Other training we provide is Epilepsy, Buccal, First Aid, Fire Awareness, Mental Health awareness, Diabetes. Autism awareness and any other client specific training that's required to carry out the role.
Contractual Arrangements	
No. of permanent staff	50
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	12
No. of Non-guaranteed hours contract (zero hours) staff	8
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)	18
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No