

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:	Complete Care Holdings Limited
The provider was registered on:	18/06/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Complete Care Arregreen - Cwm Taf Morgannwg	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/04/2021
Responsible Individual(s)	Tracey Jones
Manager(s)	Leanne Henderson
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Complete Care Arregreen - Cardiff and Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/06/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Complete Care Arregreen - North Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/06/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	Leanne Henderson
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service
Complete Care Arregreen - Powys	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/06/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

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

All staff complete mandatory e-learning and face to face training during their on boarding process with the Company. This training is refreshed annually. Staff working with clients with additional clinical needs, also receive client specific clinical training and annual clinical competencies to ensure the clients needs are safely met. Staff are regularly supervised on a 1:1 and homecare settings with the and any areas of concerns addressed with additional training and competencies as required.

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

There is a dedicated recruitment team in place focusing on the recruitment. Recruitment is on going to continually meet the needs of the client and staff are recruited on a contracted basis. There is a focus on retention. On going feedback and supervisions ensure we understand any barriers and concerns which may effect retention and implement solutions to address these.

Service Profile

Service Details

Name of Service	Complete Care Amegreen - Cardiff and Vale
Telephone Number	01952278300
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?	13
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	18.00

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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service provided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

All client's care needs are reviewed a minimum of 3 monthly or more frequently as needs change. Client's and/or their family and/or advocates are at the centre of planning their care and involved at all stages. Care is focused around client outcomes and meeting those needs of the clients.

The Company has just introduced a digital platform for all client and staff records. Staff are currently involved in the transition and transferring all client and staff information across to the platform. Staff commented to say how they liked the new processes and systems.

All clients have an Operations Manager and a nurse overseeing each package of care. They are responsible for the day to day management for each package of care and for the management of the staff working with those clients. They are responsible for the on going review of care and to ensure that the client's care needs and outcomes are met and that regulations are met. Staff and clients commented to say they have regular contact and visits from both the care manager and the nurse and that any concerns they had were dealt with and feel that they are heard.

Clients explained how the carers supported them maintaining their independence and in the accessing social activities which they enjoyed. One client during the visit explained how the carers involved him in making meals something he enjoyed and then he was going out to the cinema. Another client was going out for his daily 2-3 walk with his carer and then something to eat – again an activity that the client enjoyed.

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.

Clients are engaged with continually through face to face and virtual engagement with both the nurse and care manager overseeing the client's care and also with the Registered Manager. The Responsible Individual also visits as per regulations to ensure an independent person is requesting feedback about the service.

A formal feedback process is also in place where feedback is gathered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from this will be discussed with the registered manager and appropriate actions taken to improve the service where required. These actions are monitored with the Head of Governance and any lessons learnt from across the division shared to ensure continual improvement.

Both clients and staff feel they are supported and given the opportunity to give feedback about the services they received. There is an escalation process in place. Feedback from clients and family said that they felt really well supported of both their needs and also to support their independence. Client who wanted to actively participate in social activities outside of the home were happy that they were supported to do this and felt that the care staff went out of their way to support them meeting their goals and outcomes.

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

Staff receive safeguarding training. There are up to date policies and procedures in place for all staff. Up to date training and competencies for staff can be evidenced. There are two fully trained Registered Nurses in position that are responsible for the clinical oversight and clinical management of the service and clients.

All staff receive training in medications management and appropriate competencies are completed for staff.

There is a robust incidents and complaints reporting system in place with clear escalation procedures for the management of incidents and complaints and serious incidents/adverse events. The company have just migrated across to a digital platform for all staff and client records. This includes an incident and complaints reporting system. There is a robust process in place for the management of incidents and complaints using this platform and the escalation processes both in and out of hours to ensure these are managed safely.

Medication management is managed via the new digital platform. The new platform gives added assurances around the delivery of safe care and supports the additional monitoring of care delivery and services

Client and family feedback is that they feel supported by their care staff and that the training is very good for the care staff to deliver safe effective care. Clients are aware of the complaints procedure and how to escalate concerns. They feel listened to by the operational and clinical staff and feel that any concerns are dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and these are shared across the Company.

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) 0

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

0

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	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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 Service Manager	0
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
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Other supervisory staff

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

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

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

Filled and vacant posts

No. of staff in post	0
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	6
Equality, Diversity & Human Rights	6
Manual Handling	0
Safeguarding	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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	0
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
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Service Details

Name of Service	Complete Care Amegreen - Cwm Taf Morgannwg
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Telephone Number	01952278300
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What is/are the main language(s) through which your service is provided?	English Medium
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Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed periodically throughout the year. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service provided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	No clients were supported in Cwm Taf during the financial reporting year
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.	No clients were supported in Cwm Taf during the financial reporting year
The extent to which people feel safe and protected from abuse and neglect.	No clients were supported in Cwm Taf during the financial reporting year

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) 0

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
Manual Handling	1	

Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Complete Care Amegreen - North Wales
Telephone Number	01952 278300
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?	12
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	24.00

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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service provided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Clients are engaged with continually through face to face and virtual engagement with both the nurse and care manager overseeing the client's care and also with the Registered Manager. The Responsible Individual also visits as per regulations to ensure an independent person is requesting feedback about the service.</p> <p>A formal feedback process is also in place where feedback is gathered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from this will be discussed with the registered manager and appropriate actions taken to improve the service where required. These actions are monitored with the Head of Governance and any lessons learnt from across the division shared to ensure continual improvement.</p> <p>Both clients and staff feel they are supported and given the opportunity to give feedback about the services they received. There is an escalation process in place. Feedback from clients and family said that they felt really well supported of both their needs and also to support their independence. Client who wanted to actively participate in social activities outside of the home were happy that they were supported to do this and felt that the care staff went out of their way to support them meeting their goals and outcomes.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All client's care needs are reviewed a minimum of 3 monthly or more frequently as needs change. Client's and/or their family and/or advocates are at the centre of planning their care and involved at all stages. Care is focused around client outcomes and meeting those needs of the clients.</p> <p>The Company has just introduced a digital platform for all client and staff records. Staff are currently involved in the transition and transferring all client and staff information across to the platform. Staff commented to say how they liked the new processes and systems.</p> <p>All clients have an Operations Manager and a nurse overseeing each package of care. They are responsible for the day to day management for each package of care and for the management of the staff working with those clients. They are responsible for the on going review of care and to ensure that the client's care needs and outcomes are met and that regulations are met.</p> <p>Staff and clients commented to say they have regular contact and visits from both the care manager and the nurse and that any concerns they had were dealt with and feel that they are heard.</p> <p>Clients explained how the carers supported them maintaining their independence and in the accessing social activities which they enjoyed.</p>

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

Staff receive safeguarding training. There are up to date policies and procedures in place for all staff. Up to date training and competencies for staff can be evidenced. There are two fully trained Registered Nurses in position that are responsible for the clinical oversight and clinical management of the service and clients.

All staff receive training in medications management and appropriate competencies are completed for staff.

There is a robust incidents and complaints reporting system in place with clear escalation procedures for the management of incidents and complaints and serious incidents/adverse events. The company have just migrated across to a digital platform for all staff and client records. This includes an incident and complaints reporting system. There is a robust process in place for the management of incidents and complaints using this platform and the escalation processes both in and out of hours to ensure these are managed safely.

Medication management is managed via the new digital platform. The new platform gives added assurances around the delivery of safe care and supports the additional monitoring of care delivery and services

Client and family feedback is that they feel supported by their care staff and that the training is very good for the care staff to deliver safe effective care. Clients are aware of the complaints procedure and how to escalate concerns. They feel listened to by the operational and clinical staff and feel that any concerns are dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and these are shared across the Company.

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)	55
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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	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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

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

Filled and vacant posts

No. of staff in post	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
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Senior social care workers providing direct care

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

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

Filled and vacant posts

No. of staff in post	47
No. of posts vacant	8

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	19
Health & Safety	28
Equality, Diversity & Human Rights	31
Manual Handling	47
Safeguarding	19
Dementia	10
Positive Behaviour Management	0
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	47
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	4

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)	47
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Complete Care Amegreen - Powys
Telephone Number	01952278300
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	CCA have not provided care to any clients in Powys in the financial year

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	No clients have been supported in the financial year
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.	No clients have been supported in the financial year
The extent to which people feel safe and protected from abuse and neglect.	No clients have been supported in the financial year

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) 0

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?	No
	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?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No