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: | Consensus Support Services Limited |
| The provider was registered on: | 28/10/2019 |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider |

The regulated services delivered by this provider were:

**Ashbury House**

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Christopher Charles |
| Maximum number of places | 6 |
| Service Conditions | There are no conditions associated to this service |

**Parklands**

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Liam Lewis |
| Maximum number of places | 5 |
| Service Conditions | There are no conditions associated to this service |

**Pool Cottage**

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Andrea Nash |
| Maximum number of places | 8 |
| Service Conditions | There are no conditions associated to this service |

**The Grange**

| | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Monica Airinei |
| Maximum number of places | 6 |
| Service Conditions | There are no conditions associated to this service |

| Ty Machen | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults and Children Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Lynda Wenner |
| Maximum number of places | 6 |
| Service Conditions | There are no conditions associated to this service |

| Ty Hendy | |
|---|---|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 28/10/2019 |
| Responsible Individual(s) | Lorraine Jackson-Hunt |
| Manager(s) | Kayleigh Williams |
| Maximum number of places | 17 |
| 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 colleagues attend our company-wide 3-day induction for new starters which introduces colleagues to Consensus, our ethos, values, culture and ways of working. Following this, new colleagues receive a local induction that supports their orientation into their new place of work.<br>Colleagues are required to complete mandatory training and service specific training that is tailored to the home and the supported individuals. Colleagues are supported to complete a QCF in health & social care. |
|---|---|
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | We have explored various avenues to attract quality candidates, which has included the implementation of a £1000 welcome bonuses.<br>Our robust selection process includes, telephone interview, face to face interview and walk around service, and with the involvement of the people we support. With the cost of living crisis, we made two discretionary Cost of Living payments to colleagues, totalling up to £400 per colleague. We have a career ladder process and pay staff above the RLW in Wales. |

## Service Profile

### Service Details

| Name of Service | Ashbury House |
|---|---|

| Telephone Number | 01633881879 |
|---|---|
| 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? | 6 |

## Fees Charged

| | |
|---|---|
| The minimum weekly fee payable during the last financial year? | 12.57 |
| The maximum weekly fee payable during the last financial year? | 15.23 |

## 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |

## 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? | 0 |
| How many bathrooms have assisted bathing facilities? | 2 |
| How many communal lounges at the service? | 1 |
| How many dining rooms at the service? | 1 |
| Provide details of any outside space to which the residents have access | The service has a lovely enclosed garden to the rear of the property, which the people supported use, there is an adapted swing in the garden for the people supported with support or independently. The Garden area has a patio, and a garden shed. The property benefits from side entrance to the garden on both sides of the property. The front of the property has a driveway for vehicles to have off road parking. The front of the property also benefits from having a designated pathway, for ease with wheelchairs. The garden has plants and shrubs for the people supported to enjoy and maintain. |
| Provide details of any other facilities to which the residents have access | The service has a conservatory on the back of the property which the people supported use for activities and gatherings. |

## 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 | No |
| British Sign Language (BSL) | No |
| Other | Yes |
| List 'Other' forms of non-verbal communication used | Using objects of references, body language |

## 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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |
| The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development. | All people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |
| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why. |

> 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) | 14 |

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

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

| Staff Type | | |
|---|---|---|
| | **Service Manager** | |
| | Does your service structure include roles of this type? | Yes |

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

**Filled and vacant posts**

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

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

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

**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? | 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 | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

## 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 |

## 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. | the shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. a morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:6 ratio. |

## 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 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 | 17 |
| 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'.

| | |
|---|---|
| Induction | 5 |
| Health & Safety | 16 |
| Equality, Diversity & Human Rights | 16 |
| Infection, prevention & control | 17 |
| Manual Handling | 17 |
| Safeguarding | 17 |
| Medicine management | 16 |

| | |
|---|---|
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 16 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support |

### Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 14 |
| 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 | 3 |

### 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) | 8 |
| No. of part-time staff (16 hours or under per week) | 0 |

### Typical shift patterns in operation for employed staff

| | |
|---|---|
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | the shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. a morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:6 ratio. |

### Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 15 |
| No. of staff working towards the required/recommended qualification | 1 |

| 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 | Parklands |
|---|---|

| Telephone Number | 01633821860 |
| --- | --- |
| 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? | 5 |
| --- | --- |

### Fees Charged

| The minimum weekly fee payable during the last financial year? | 14.70 |
| --- | --- |
| The maximum weekly fee payable during the last financial year? | 16.09 |

### 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |

### 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? | 1 |
| How many dining rooms at the service? | 1 |
| Provide details of any outside space to which the residents have access | the people supported at the home have access to an enclosed garden to the rear of the property, which is all level for access for the people supported, there is a gazebo in the garden area. the front of the property have a grass area, and a long driveway to the property. the rear garden area has raised planting beds for the people supported to engage in garden activities in their own garden. |
| Provide details of any other facilities to which the residents have access | The home has a vehicle for the people supported to access the community safely, and appropriately. |

### 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 | objects of reference, body language |

## 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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |
| 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. | ll people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |
| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why. |

> 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) | 14 |

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

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

**Staff Type**

### Service Manager

| Does your service structure include roles of this type? | Yes |
|---|---|

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

### Filled and vacant posts

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

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

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

| Induction | 0 |
|---|---|
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

### 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? | 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 | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |

| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |
|---|---|

### 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 |

### 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. | the shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. a morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. waking night core support is provided on a 2:5 ratio. |
|---|---|

### 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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

### Filled and vacant posts

| No. of staff in post | 13 |
|---|---|
| No. of posts vacant | 2 |

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

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

| Induction | 2 |
|---|---|
| Health & Safety | 12 |
| Equality, Diversity & Human Rights | 13 |

| | |
|---|---|
| Infection, prevention & control | 13 |
| Manual Handling | 13 |
| Safeguarding | 13 |
| Medicine management | 13 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 12 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support |

### 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) | 2 |
| No. of part-time staff (17-34 hours per week) | 8 |
| No. of part-time staff (16 hours or under per week) | 3 |

### 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. | the shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. a morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:5 ratio. |

### Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 12 |
| No. of staff working towards the required/recommended qualification | 1 |

| 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 | Pool Cottage |
|---|---|

| | |
|---|---|
| Telephone Number | 01633412653 |
| 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? | 7 |
|---|---|

### Fees Charged

| The minimum weekly fee payable during the last financial year? | 14.86 |
|---|---|
| The maximum weekly fee payable during the last financial year? | 16.35 |

### 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |

### Service Environment

| How many bedrooms at the service are single rooms? | 8 |
|---|---|
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 8 |
| How many bathrooms have assisted bathing facilities? | 1 |
| 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 | The home has a lovely grounds around the service, it has a gazebo on the side of the property, and raised planting beds around the side of the property for the people supported to plant, plants and take part in garden activities. it has a large garden to the rear of the property. The front of the property has a large car park, and a day centre provision on the grounds. |

| Provide details of any other facilities to which the residents have access | The people supported have access to the day service and hydro pool, if required. The home has vehicles too access the community safely and according to their care plans. |
|---|---|

| 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 | body language, and objects of reference are used to communicate with the people supported |

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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |
|---|---|
| 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. | ll people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |
| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why. |

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) | 15 |

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 | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

Contractual Arrangements

| No. of permanent staff | 1 |
|---|---|
| No. of Fixed term contracted staff | 0 |

| | |
|---|---|
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

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

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

| | |
|---|---|
| Staff Qualifications | |

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

| Deputy service manager | |
|---|---|
| Does your service structure include roles of this type? | Yes |

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

| | |
|---|---|
| Filled and vacant posts | |

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

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

| | |
|---|---|
| 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 | |
|---|---|
| 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 | 1 |
|---|---|
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 2 |
| Manual Handling | 3 |
| Safeguarding | 2 |
| Medicine management | 2 |

| Dementia | 2 |
|---|---|
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

### 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 |

### 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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 1:7 ratio, plus the service has a sleep in member of staff during the night shift. |
|---|---|

### 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 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 | 16 |
|---|---|
| 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 | 2 |
| Health & Safety | 17 |
| Equality, Diversity & Human Rights | 16 |
| Infection, prevention & control | 16 |
| Manual Handling | 17 |
| Safeguarding | 16 |
| Medicine management | 16 |
| Dementia | 15 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 16 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

> Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 16 |
| 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 |

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

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 5 |
| No. of part-time staff (17-34 hours per week) | 8 |
| No. of part-time staff (16 hours or under per week) | 3 |

> 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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 1:7 ratio, plus the service has a sleep in member of staff during the night shift. |

> Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 16 |
| 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 | The Grange |
|---|---|

| Telephone Number | 01267226920 |
|---|---|
| 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 | Some of the employees are fluent in Welsh, Romanian, Nigerian. |

## Service Provision

### People Supported

| How many people in total did the service provide care and support to during the last financial year? | 5 |
|---|---|

### Fees Charged

| The minimum weekly fee payable during the last financial year? | 8.14 |
|---|---|
| The maximum weekly fee payable during the last financial year? | 16.93 |

### 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |

### 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? | 6 |
| How many bathrooms have assisted bathing facilities? | 1 |
| 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 | All the people supported have access to a large enclosed rear garden, and garden summer house to the rear of the property. There is a large driveway and garden to the front of the property. Garden furniture and plants in the garden for everyone to participate in gardening and enjoying the garden area. |
| Provide details of any other facilities to which the residents have access | The service has a conservatory, and sensory room that are accessible and offer additional space for the people supported at the service. The service has it's own vehicle to support the people supported to access the community. |

## 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 | Total Communication |

## 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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |
|---|---|
| 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. | ll people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |

| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be repor ted to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investi gations undertaken where applicable with lesson learning share d across the organisation. |
|---|---|
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y achieved or not achieved and reason why. |

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 22 |
|---|---|

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

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

**Staff Type**

### Service Manager

| Does your service structure include roles of this type? | Yes |
|---|---|

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

Filled and vacant posts

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

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

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

| Induction | 0 |
|---|---|
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |

| Safeguarding | 1 |
|---|---|
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

### Contractual Arrangements

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

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

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

### Staff Qualifications

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

### Deputy service manager

| Does your service structure include roles of this type? | Yes |
|---|---|

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

### Filled and vacant posts

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

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

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

| Induction | 0 |
|---|---|
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |

| | |
|---|---|
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

### 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

| | |
|---|---|
| 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 | 3 |

| 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 | 4 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 4 |
| Manual Handling | 3 |
| Safeguarding | 4 |
| Medicine management | 4 |
| Dementia | 0 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

Contractual Arrangements

| No. of permanent staff | 3 |
|---|---|
| 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) | 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. | The shifts patterns that are available are morning shifts, afternoon shifts, mid shift, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, mid shift is typically 10.00am - 18.00pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio. |
|---|---|

Staff Qualifications

| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 3 |
|---|---|
| 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 |

Filled and vacant posts

| | |
|---|---|
| No. of staff in post | 22 |
| 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 | 23 |
| Health & Safety | 20 |
| Equality, Diversity & Human Rights | 21 |
| Infection, prevention & control | 23 |
| Manual Handling | 20 |
| Safeguarding | 20 |
| Medicine management | 28 |
| Dementia | 0 |
| Positive Behaviour Management | 23 |
| Food Hygiene | 26 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 22 |
| 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) | 12 |
| No. of part-time staff (17-34 hours per week) | 7 |
| No. of part-time staff (16 hours or under per week) | 3 |

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. | The shifts patterns that are available are morning shifts, afternoon shifts, mid shift and waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, the mid shift is typically 10.00am - 18.00pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio. |

## Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 20 |
| No. of staff working towards the required/recommended qualification | 2 |

### 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 | 1 |
| No. of posts vacant | 0 |

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

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support. |

## 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 | 1 |
| No. of staff working toward required/recommended qualification | 0 |

| 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 | Ty Hendy |
|---|---|

| Telephone Number | 01792886520 |
|---|---|
| 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 | Some employees can speak fluent Welsh, Nigerian. |

## Service Provision

### People Supported

| How many people in total did the service provide care and support to during the last financial year? | 18 |
|---|---|

### Fees Charged

| The minimum weekly fee payable during the last financial year? | 13.13 |
|---|---|
| The maximum weekly fee payable during the last financial year? | 15.02 |

### 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |
|---|---|

## Service Environment

| | |
|---|---|
| How many bedrooms at the service are single rooms? | 17 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 17 |
| How many bathrooms have assisted bathing facilities? | 2 |
| How many communal lounges at the service? | 3 |
| How many dining rooms at the service? | 0 |
| Provide details of any outside space to which the residents have access | The service has extensive grounds to the front and rear of the property. Long driveway, and the service is hidden in amongst the trees. It has an enclosed garden to the rear. The garden area has a gazebo area. The service has an option of a secure gate if necessary. |
| Provide details of any other facilities to which the residents have access | The service has it's own vehicle to access the community for the people supported. |

## 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) | Yes |
| Other | Yes |
| List 'Other' forms of non-verbal communication used | objects of reference, body language, pictures. |

## 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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |
|---|---|

| 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. | ll people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |
|---|---|
| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why. |

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) | 48 |
|---|---|

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

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

| Staff Type | Service Manager | |
|---|---|---|
| | Does your service structure include roles of this type? | Yes |
| | Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| | Filled and vacant posts | |
| | No. of staff in post | 1 |
| | No. of posts vacant | 0 |

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

| Deputy service manager | |
|---|---|
| Does your service structure include roles of this type? | Yes |

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

> Filled and vacant posts

| | |
|---|---|
| No. of staff in post | 1 |
| No. of posts vacant | 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'. | |

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Medicine management | 2 |
| Dementia | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

## 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 | |
|---|---|
| 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 |

**Filled and vacant posts**

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

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

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 9 |
| Equality, Diversity & Human Rights | 9 |
| Infection, prevention & control | 9 |
| Manual Handling | 9 |
| Safeguarding | 9 |
| Medicine management | 9 |
| Dementia | 0 |
| Positive Behaviour Management | 9 |
| Food Hygiene | 9 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

**Contractual Arrangements**

| | |
|---|---|
| No. of permanent staff | 9 |
| 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) | 7 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 1 |

**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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 4:17 ratio. |

## 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 | 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 | 45 |
| 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 | 34 |
| Health & Safety | 42 |
| Equality, Diversity & Human Rights | 43 |
| Infection, prevention & control | 46 |
| Manual Handling | 40 |
| Safeguarding | 45 |
| Medicine management | 45 |
| Dementia | 0 |
| Positive Behaviour Management | 43 |
| Food Hygiene | 44 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support. |

## Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 43 |
| 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) | 22 |
| No. of part-time staff (17-34 hours per week) | 15 |
| No. of part-time staff (16 hours or under per week) | 6 |

## 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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 4:17 ratio. |

## Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 38 |
| No. of staff working towards the required/recommended qualification | 7 |

## 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 | 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 | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; life vac, mental health awareness, fire, GDPR, COSHH |

## 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) | 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 | 1 |
| No. of staff working toward required/recommended qualification | 1 |

| 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 | Ty Machen |
|---|---|

| Telephone Number | 01633442020 |
|---|---|
| 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? | 6 |
|---|---|

### Fees Charged

| The minimum weekly fee payable during the last financial year? | 13.13 |
|---|---|
| The maximum weekly fee payable during the last financial year? | 15.02 |

### 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? | Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned. |

## 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? | 6 |
| 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 | The service has a large grounds which are difficult to access, so in order to maximise the facilities for the people supported we installed a large raised decking area, which is accessible to all people supported at the service. |
| Provide details of any other facilities to which the residents have access | The service has its own vehicle for the people supported to access the community |

## 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) | Yes |
| Other | Yes |
| List 'Other' forms of non-verbal communication used | Total Communication, objects or reference, body language, pictures. |

## 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. | Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened too. |

| 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. | ll people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations. |
|---|---|
| The extent to which people feel safe and protected from abuse and neglect. | Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why. |

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) | 21 |
|---|---|

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

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

| Staff Type | Service Manager | |
|---|---|---|
| | Does your service structure include roles of this type? | Yes |
| | Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| | Filled and vacant posts | |
| | No. of staff in post | 1 |
| | No. of posts vacant | 0 |

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

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

> 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) | 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 | 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 | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

> 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 | |
|---|---|
| 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 |

**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 | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac, mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

**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 |

**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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio. |

| 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 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 | 22 |
| 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 | 6 |
| Health & Safety | 21 |
| Equality, Diversity & Human Rights | 22 |
| Infection, prevention & control | 27 |
| Manual Handling | 24 |
| Safeguarding | 28 |
| Medicine management | 26 |
| Dementia | 0 |
| Positive Behaviour Management | 25 |
| Food Hygiene | 28 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | additional training is provided and is as follows; MCA/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc... |

| Contractual Arrangements | |
|---|---|
| No. of permanent staff | 21 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 1 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

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

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 15 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 2 |

## 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. | The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio. |

## Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 22 |
| 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 |