

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	Fair Ways Community Benefit Society.	
The provider was registered on:	19/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Birch Grove	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	17/03/2020
	Responsible Individual(s)	Jonathan Loney
	Manager(s)	Zachariah Snape
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Ty Rhos Bach	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	19/10/2018
	Responsible Individual(s)	Jonathan Loney
	Manager(s)	
	Maximum number of places	3
	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	There is an established core and refresher training in place for all new and existing staff- new staff will follow an induction programme that ensures that core training is all in place as soon as is practically possible. A development plan for each home is created that takes into account staff training needs to look at emerging trends and matching assessments take into account any training needs that may support staff to better meet the specific needs of new children placed in the homes.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The company has an established safer recruitment policy and checklist that ensures high standards within the recruitment process post- interview. Regular pay reviews occur to ensure that we are attracting as many potential candidates as possible to vacant roles and to assist with retention. The offering of internal secondment in shift roles has also supported the retention of staff. The homes are currently fully staffed with minimal agency usage.

Service Profile

Service Details

Name of Service	Birch Grove
Telephone Number	01874638052
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	N/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	6768.70
The maximum weekly fee payable during the last financial year?	12037

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?	<p>Regular questionnaires are provided to young people placed, family members, professionals and staff members twice a year and this feeds into the Quality of Care reviews.</p> <p>It is also the case that all young people are consulted about the care and support they receive throughout their placement in key work and link work sessions. This is as well as young people being spoken to by the RI during visits as well as independent monthly monitoring undertaken by NYAS.</p>

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a spacious garden at the home with age appropriate toys and games.
Provide details of any other facilities to which the residents have access	N/a

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The young people living at Birchgrove are supported by a staff team that work a 2 days on 4 off shift pattern to provide reliability and predictability to the young people we support. Each shift pattern follows a daily structure and routine allowing the young people to feel safe and secure within the home and included in this structure are protected times and events for the young people to be encouraged to talk about their views, wishes and feelings, such as daily house meetings and keywork sessions and also give ownership around the activities on offer and support received.

Young people participate in planned keywork sessions twice a week, and we reviewed this process in August 2022 to ensure they are being completed in depth and are beneficial to the young people. These sessions are broken down into the core areas of development and staff use this space to explore how the young person is feeling and how they would like staff to support them. Staff also deliver unplanned keywork sessions when a topic arises that the young people may require support with, such as court appearances, missing episodes or family conflicts.

Young people are provided with a young person's guide before they arrive, and daily expectations are set out in this and the welcome booklet, so they are aware of what to expect before they arrive, and throughout their placement. If young people do not agree with any of the house rules, they can bring this up with their keyworker, the home manager or an advocate and they will be supported to explore this fully. This supports the young person to feel listened to, and if they still feel the rules are unfair, they will be supported to make a formal complaint through the complaints process. We also have a visiting advocate who comes to site once a month and she engages with each young person and provides an independent, safe space for the young people to talk about any issues or concerns. The advocate will raise any issues or concerns with the child's social worker, so this is actioned, and this provides an additional method for the children's voice to be heard.

Staff use the young people's personal plans to clearly record the young person's views, wishes and feelings and this contributes to the consistency of care that staff are able to offer the young people we support.

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.

In young person questionnaires, children report being happy and content with the care provided in the home and the experiences offered. They build trusting relationships with the adults employed to support them and the vast majority of young people move to less intensive placements that are stable and credit their experiences in the home as being central to this.

The young people living at Birchgrove are supported to follow a healthy balanced lifestyle and this is encouraged through their involvement with menu planning and being offered a variety of homecooked meals. Young people are encouraged to support staff with cooking at least once a week to ensure they gain the skills required to be able to cook healthy meals for themselves once they have left the placement. Staff also carry out daily health and safety checks on the fridge temperatures, cooked food temperatures and cleaning the kitchen to ensure young people are provided with a safe environment to develop these skills. A healthy packed lunch is provided daily to be consumed during their outdoor activity programme to reinforce the idea of a healthy lifestyle.

Each young person is temporarily registered at Brecon Doctors (8.6 miles from the home) and are supported to access medical appointments when unwell. Staff also utilise Brecon Hospital to support us with non-emergency medical treatment for the young people. There is also an emergency dentist available at this site which can be accessed by the young people. We have also developed a close working relationship with the local Child Looked After nurse.

We utilise our in-house therapeutic team "The HUB" to seek resources and guidance for the young people to support their emotional wellbeing and offer 1:1 virtual sessions where appropriate. We continue to work with other professionals externally where appropriate such as CAMHS and YJS to ensure young people are accessing resources available to them.

Our outdoor activity programme presents an opportunity for young people to engage in individualised activity planners for the week during their 12-week placement. This programme also allows the young person to become aware of other educational routes and options to support their development and ongoing communication occurs with the young person's main educational provider to maintain continuity on education with children being supported to complete academic work.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As a home we always strive to ensure that young people feel safe and are protected from all types of harm. We have a transparent environment within the home which is promoted through the company's ethos of 'Playing your PART'.</p> <p>The governance arrangements we have in place to support safeguarding of vulnerable people include comprehensive risk assessments, meetings with our therapeutic team, a rigid complaints procedure which is also in the Welcome Guide, staff training and team meeting days, individual supervisions, e-learning for young people, and multi-agency working. Our RI also visits once a month and has an overview of the homes, he calls the homes regularly to check in and is supportive of the managers and the teams. We also have monthly visits from NYAS to help us identify areas for improvement from a fresh perspective.</p> <p>We ensure that all allegations, complaints and concerns are taken seriously, and the correct procedures are followed. This is something the home excels in, and due to the nature of being an intervention home, we find we receive safeguarding concerns and complaints frequently. Our CIW report expresses that the home records and reports accurately and in accordance with the Wales Safeguarding procedures, which is also supported by our monthly NYAS visits.</p> <p>Young people are actively supported to make complaints when raised and following every incident the young person is asked directly if they would like to make a complaint, this is also looked at when the young people complete the re-attunement form, and this is then actioned by the managers through the home's complaints process. There have currently been no complaints in the home in the 6 months. As a management team, we strive to provide the young person with a letter on receipt of the complaint, a meeting with the young person regarding the complaint, and provide them with an outcome letter following the complaint.</p> <p>The young people also have access to the Advocate who attends the home once a month and their details are clearly displayed in the homes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are taken out to the local shops on their arrival to purchase items for their bedroom to make them more individualised and homely. Not all young people like to do this, but this is covered in a key work session to ensure they have the choice.</p> <p>The communal areas are also decorated in warm, neutral colours to make it welcoming for all young people who come to stay with us. We have recently decorated the hallways with photo canvases of the activities we engage in to have a more homely feel.</p> <p>Young people are supported in their keywork sessions, and this has a 12-week overview, and the staff team support them with these and gaining their views regarding their environment is a part of this process. All young people all have access to a lockable bedroom with an ensuite to allow them privacy and a safe space to call their own.</p> <p>Staff will encourage young people to clean their room daily and support them to do a deep room clean on a Saturday, this helps with independence and lets the young people take pride in their personal safe space.</p> <p>Weekly managers checks are carried out to ensure the health and safety of the environment is to a high standard and a maintenance team in place to support upkeep of the home.</p> <p>The home is also inspected monthly through NYAS visits and managers audits to ensure the home is a safe environment to live in and compliant with health and safety standards.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safer recruitment training Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>	
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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safer recruitment training Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
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.	Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness Infection control covered in H&S training Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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.	37.5 hours per week on a rolling 2 days on, 4 days off pattern.
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	7
No. of posts vacant	0

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

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

Induction	5
Health & Safety	6
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	5
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	7
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year. H&S includes infection control</p>

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
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.	37.5 hours per week- working a consistent 2 days on, 4 days off pattern.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	No
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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 Rhos Bach
Telephone Number	01874638052
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	N/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	6768.70
The maximum weekly fee payable during the last financial year?	12037

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Regular questionnaires are provided to young people placed, family members, professionals and staff members twice a year and this feeds into the Quality of Care reviews.</p> <p>It is also the case that all young people are consulted about the care and support they receive throughout their placement in key work and link work sessions. This is as well as young people being spoken to by the RI during visits as well as independent monthly monitoring undertaken by NYAS.</p>

Service Environment

How many bedrooms at the service are single rooms?	3
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a spacious garden at the home with age appropriate toys and games.
Provide details of any other facilities to which the residents have access	N/a

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The young people living at Ty Rhos Bach are supported by a staff team that work a 2 days on 4 off shift pattern to provide reliability and predictability to the young people we support. Each shift pattern follows a daily structure and routine allowing the young people to feel safe and secure within the home and included in this structure are protected times and events for the young people to be encouraged to talk about their views, wishes and feelings, such as daily house meetings and key work sessions and also give ownership around the activities on offer and support received.

Young people participate in planned key work sessions twice a week, and we reviewed this process in August 2022 to ensure they are being completed in depth and are beneficial to the young people. These sessions are broken down into the core areas of development and staff use this space to explore how the young person is feeling and how they would like staff to support them. Staff also deliver unplanned keywork sessions when a topic arises that the young people may require support with, such as court appearances, missing episodes or family conflicts.

Young people are provided with a young person's guide before they arrive, and daily expectations are set out in this and the welcome booklet, so they are aware of what to expect before they arrive, and throughout their placement. If young people do not agree with any of the house rules, they can bring this up with their keyworker, the home manager or an advocate and they will be supported to explore this fully. This supports the young person to feel listened to, and if they still feel the rules are unfair, they will be supported to make a formal complaint through the complaints process. We also have a visiting advocate who comes to site once a month and she engages with each young person and provides an independent, safe space for the young people to talk about any issues or concerns. The advocate will raise any issues or concerns with the child's social worker, so this is actioned, and this provides an additional method for the children's voice to be heard.

Staff use the young people's personal plans to clearly record the young person's views, wishes and feelings and this contributes to the consistency of care that staff are able to offer the young people we support.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>In young person questionnaires, children have unanimously reported being happy and settled in placement. They build positive bonds with the adults employed to support them and the vast majority of young people move to less intensive placements that are stable and credit their experiences in the home as being central to this.</p> <p>The young people living at Ty Rhos Bach are supported to follow a healthy balanced lifestyle and this is encouraged through their involvement with menu planning and being offered a variety of homecooked meals. Young people are encouraged to support staff with cooking at least once a week to ensure they gain the skills required to be able to cook healthy meals for themselves once they have left the placement. Staff also carry out daily health and safety checks on the fridge temperatures, cooked food temperatures and cleaning the kitchen to ensure young people are provided with a safe environment to develop these skills. A healthy packed lunch is provided daily to be consumed during their outdoor activity programme to reinforce the idea of a healthy lifestyle.</p> <p>Each young person is temporarily registered at Brecon Doctors (8.6 miles from the home) and are supported to access medical appointments when unwell. Staff also utilise Brecon Hospital to support us with non-emergency medical treatment for the young people. There is also an emergency dentist available at this site which can be accessed by the young people. We have also developed a close working relationship with the local Child Looked After nurse.</p> <p>We utilise our in-house therapeutic team "The HUB" to seek resources and guidance for the young people to support their emotional wellbeing and offer 1:1 virtual sessions where appropriate. We continue to work with other professionals externally where appropriate such as CAMHS and YJS to ensure young people are accessing resources available to them.</p> <p>Our outdoor activity programme presents an opportunity for young people to engage in individualised activity planners for the young people to attend in the week during their 12-week placement. This programme also allows the young person to become aware of other educational routes and options to support their development.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As a home we always strive to ensure that young people feel safe and are protected from all types of harm. We have a transparent environment within the home which is promoted through the company's ethos of 'Playing your PART'.</p> <p>The governance arrangements we have in place to support safeguarding of vulnerable people include comprehensive risk assessments, meetings with our therapeutic team, a rigid complaints procedure which is also in the Welcome Guide, staff training and team meeting days, individual supervisions, e-learning for young people, and multi-agency working. Our RI also visits once a month and has an overview of the homes, he calls the homes regularly to check in and is supportive of the managers and the teams. We also have monthly visits from NYAS to help us identify areas for improvement from a fresh perspective.</p> <p>We ensure that all allegations, complaints and concerns are taken seriously, and the correct procedures are followed. This is something the home excels in, and due to the nature of being an intervention home, we find we receive safeguarding concerns and complaints frequently.</p> <p>Young people are actively supported to make complaints when raised and following every incident the young person is asked directly if they would like to make a complaint, this is also looked at when the young people complete the re-attunement form, and this is then actioned by the managers through the home's complaints process. There have currently been no complaints in the home in the 6 months. As a management team, we strive to provide the young person with a letter on receipt of the complaint, a meeting with the young person regarding the complaint, and provide them with an outcome letter following the complaint.</p> <p>The young people also have access to the Advocate who attends the home once a month and their details are clearly displayed in the homes.</p>

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

Young people are taken out to the local shops on their arrival to purchase items for their bedroom to make them more individualised and homely. Not all young people like to do this, but this is covered in a key work session to ensure they have the choice.

The communal areas are also decorated in warm, neutral colours to make it welcoming for all young people who come to stay with us. We look to ensure the home is decorated to a high standard at all times and have homely features in communal areas.

Young people are supported in their keywork sessions, and this has a 12-week overview, and the staff team support them with these and gaining their views regarding their environment is a part of this process. All young people all have access to a lockable bedroom with an ensuite to allow them privacy and a safe space to call their own.

Staff will encourage young people to clean their room daily and support them to do a deep room clean on a Saturday, this helps with independence and lets the young people take pride in their personal safe space.

Weekly managers checks are carried out to ensure the health and safety of the environment is to a high standard and a maintenance team in place to support upkeep of the home.

The home is also inspected monthly through NYAS visits and managers audits to ensure the home is a safe environment to live in and compliant with health and safety standards.

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)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safer recruitment training Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>FGM CEOP CSE County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	37.5 hours per week on a rolling 2 days on, 4 days off pattern.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
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
<div style="border: 1px solid green; padding: 5px;"> <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	7
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	0
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Recording and reporting FGM CEOP CSE Alcohol and substance misuse ADHD County lines and gangs awareness</p> <p>Worth noting that some core training (including H&S, food hygiene) are refreshed every 2 years rather than every year.</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	7
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Typical shift patterns in operation for employed staff</div>	
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.	37.5 hours per week- 2 days on, 4 days off shift pattern.
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	7
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