

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: Hafod Housing Association Ltd

The provider was registered on: 10/10/2019

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

| Brocastle Manor Care Home | |
|---------------------------|--|
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Linda Jenkins |
| Maximum number of places | 80 |
| Service Conditions | There are no conditions associated to this service |

| Owrnbran House | |
|---------------------------|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | David Lewis |
| Maximum number of places | 56 |
| Service Conditions | There are no conditions associated to this service |

| Gwynfa | |
|---------------------------|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Helen Buhagiar |
| Maximum number of places | 17 |
| Service Conditions | There are no conditions associated to this service |

| Pcton Court | |
|---------------------------|--|
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Shajitha Augustine |
| Maximum number of places | 76 |
| Service Conditions | There are no conditions associated to this service |

| Flas y Garn | |
|---|--|
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 10/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Rhian Jones |
| Maximum number of places | 32 |
| Service Conditions | There are no conditions associated to this service |
| Ty Penrhos | |
| Service Type | Care Home Service |
| Type of Care | Adults With Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Karen Davis |
| Maximum number of places | 83 |
| Service Conditions | There are no conditions associated to this service |
| Woodcroft | |
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Elaine Mather |
| Maximum number of places | 60 |
| Service Conditions | There are no conditions associated to this service |
| Arthur Jenkins | |
| Service Type | Care Home Service |
| Type of Care | Adults Without Nursing |
| Approval Date | 23/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Ada Saunders |
| Maximum number of places | 29 |
| Service Conditions | There are no conditions associated to this service |
| Owm Taf Morgannwg Community Homecare | |
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 24/10/2019 |
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | leanne Emmanuel |
| Partnership Area | West Glamorgan |
| Service Conditions | There are no conditions associated to this service |
| Cardiff and the Vale Community Homecare | |
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 24/10/2019 |

| | |
|---------------------------|--|
| Responsible Individual(s) | Marc Pullen-James |
| Manager(s) | Marlena Chodyko |
| Partnership Area | Cardiff and Vale |
| 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 | <p>Multifactorial Approach to training needs identification. Colleagues receive PDR and Supervision which supports training needs identification.</p> <p>Overarching training matrices have been reviewed to ensure these are concisely achieving the needs of the services that are provided .</p> <p>Our services also feed into the local authority SCDWP arrangements of their respective local authority.</p> <p>Observation or practice and the identifying of skills sets development as part of the CPD requirements of SCW.</p> |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | <p>Retention</p> <p>Where possible we have offered contracted hours to care colleagues. We've also reviewed our benefits package to make it more attractive, benefits package includes Medicash and paid SCW. We conduct a employee survey every year and act on feedback. We have paid cost of living bonus to colleagues across the organisation of £100 per month for 4 months in order to support them with cost-of-living increases. We actively develop and promote colleagues from within to more senior roles.</p> |

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Arthur Jenkins |
| Telephone Number | 01495790319 |
| 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? | 40 |
|--|----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 806.88 |
| The maximum weekly fee payable during the last financial year? | 1204.35 |

Complaints

| | |
|---|----|
| What was the total number of formal complaints made during the last financial year? | 14 |
| Number of active complaints outstanding | 1 |

| | |
|--|--|
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 1 |
| Number of complaints not upheld | 13 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Home manager completes quarterly meetings with residents but this will sometimes increase if there are additional or urgent topics to discuss. Annual Customer Satisfaction Surveys Local Authority Contracts Monitoring Visits CIW Inspections Quality Assurance Audits Responsible Individual Regulation 73 Visits. Reviewing of Outcome focused personal plans. |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 29 |
| 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? | 2 |
| How many dining rooms at the service? | 2 |
| Provide details of any outside space to which the residents have access | Residents on both the general residential and dementia residential community have access to a secure inner courtyard garden. There are also gardens surrounding the service which are accessible by a walkway. |
| Provide details of any other facilities to which the residents have access | Hairdresser facility. |

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

| | |
|---|--|
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>Arthur Jenkins conducts its annual customer satisfactions survey's, results of which evidenced in those that responded that many of the individuals and the relatives living at the service felt their voices were heard.</p> <p>This combined with feedback I receive as the Responsible Individual when completing my regulation 73 visits and quality assurance officer when completing the quarterly quality assurance audits.</p> <p>Arthur Jenkins conducts almost monthly residents' meetings which really cover a number of the key aspects that affect the lives of the individuals that live at the service. Examples can be seen in the detailed minutes recorded, discussions about activities, trips, money raising, menus for the season and so on. T</p> <p>The above internal processes are coupled with the proactive community-based collaborations in Blaenavon, very pro-active social work/district nurse and CPN team who are site frequently and who also feedback about the quality of care on offer at the service, the majority of which is positive.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>Arthur Jenkins develop person centred personal plan for all service users these plans document the health and well-being needs of the individuals residing at the service.</p> <p>It is fair to say the detail of the personal plan has been raised by both the Responsible Individual and also the quality assurance auditor and this is a key action for the operational leadership team at site. It is also recognised that the current plans are more orientated to task rather than written in from a strengths-based analysis. This is again a target for the service.</p> <p>District nurses, social workers and CPN's who interact with Arthur Jenkins regularly give positive feedback about the care on offer at Arthur Jenkins. The Responsible Individual has observed some very positive interactions from colleagues at site that encourage better well-being amongst individuals.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>Feedback from those individuals who responded to customer satisfaction indicate that they feel safe at the home. This again is evidenced at the quarterly reg 73 visit/quality assurance audits.</p> <p>In Quarter 1 Care Inspectorate Wales received several anonymous concerns relating to the care of individuals residing at the service. In each instance an investigation ensued and either the individual or the relative was spoken to and matters majority were closed. Matters were all raised to safeguarding and one of which remains open and a colleague who was named in allegations remains suspended from practice and a fitness to practice referral made to Social Care Wales.</p> <p>F</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Arthur Jenkins is an older property and provides single Storey living to the residents who live at the service. The home has had cyclical redecoration in the past 12 months and has had further preventative investment.</p> <p>The service is always clean and tidy, bedrooms decorated and well-presented and extensive seasonal menu's adding to the home feel.</p> <p>Further cyclical decoration is needed, and real consideration is required for the exterior in the future on-coming season.</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) | 33 |
|--|----|

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 1 |
| | Equality, Diversity & Human Rights | 0 |
| | Infection, prevention & control | 0 |
| | Manual Handling | 0 |
| | Safeguarding | 0 |
| | Medicine management | 0 |
| | Dementia | 0 |
| | Positive Behaviour Management | 0 |
| | Food Hygiene | 0 |
| | Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| | Contractual Arrangements | |
| | No. of permanent staff | 1 |
| | No. of Fixed term contracted staff | 0 |
| | No. of volunteers | 0 |
| | No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 | |
| <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) | 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? | 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 | 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 | 1 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 1 |
| 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. | |
| 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 social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 7 |
| 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 | 0 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 5 |
| Dementia | 5 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 |
| <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) | 4 |

| | |
|---|--------------------------------|
| No. of part-time staff (17-34 hours per week) | 3 |
| 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. | 06:45 - 19:00 18:45 - 07:00 |
| <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 | 7 |
| 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 | 12 |
| 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 | 0 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 5 |
| Positive Behaviour Management | 9 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div> | |
| No. of permanent staff | 12 |
| 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 | 1 |

| | |
|--|--------------------------------|
| 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) | 8 |
| 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. | 07:00 - 19:00 19:00 - 07:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 11 |
| No. of staff working towards the required/recommended qualification | 1 |
| 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 | 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 | 0 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 | 1 |
| 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) | 2 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 3 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 3 |
| 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 | 0 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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) | 1 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 3 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Activities Organiser Administrator Maintenance Officer |
| Filled and vacant posts | |
| No. of staff in post | 3 |
| 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 | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| 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. | |
| 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) | 0 |
| No. of part-time staff (17-34 hours per week) | 3 |
| No. of part-time staff (16 hours or under per week) | 0 |

Staff Qualifications

No. of staff who have the required qualification 3

Service Profile

No. of staff working toward required/recommended qualification 0

Service Details

| | |
|--|---------------------------|
| Name of Service | Brocastle Manor Care Home |
| Telephone Number | 01656679120 |
| 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? 110

Fees Charged

The minimum weekly fee payable during the last financial year? 660.00
 The maximum weekly fee payable during the last financial year? 1500

Complaints

| | |
|--|---|
| What was the total number of formal complaints made during the last financial year? | 4 |
| Number of active complaints outstanding | 1 |
| Number of complaints upheld | 2 |
| 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? | Brocastle undertakes an annual customer satisfaction survey which feeds directly into the October Quality of Care Review. Brocastle undertakes quarterly residents meetings. Person Centred Personal Plan Reviews. Local Authority and local health board reviews. Quarterly Regulation 73 Visits and Quality Assurance Audits. Social Worker Reviews. |

Service Environment

| | |
|--|----|
| How many bedrooms at the service are single rooms? | 80 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 80 |
| How many bathrooms have assisted bathing facilities? | 5 |
| How many communal lounges at the service? | 6 |
| How many dining rooms at the service? | 6 |

| | |
|--|--|
| Provide details of any outside space to which the residents have access | Residents on ground-floor communities have access to three secure garden areas and a balcony. Residents on 1st floor have access to the same facilities in terms of gardens. Brocastle Manor Care Home is situated on an ex-country estate with extensive outdoor areas and walkways most of which are accessible to individuals living at the home. |
| Provide details of any other facilities to which the residents have access | On the ground-floor community a space is being developed to support the activities for those communities. There are further spaces on the 1st floor that are used to watch films and for quiet reflection and visiting/activities. Residents have hairdresser space and are developing an additional space for sensory impairment. |

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

| | |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> | |
| The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. | Feedback from Customer Satisfaction Survey's indicated that for those who completed the survey that individuals do feel their voice has been listened too and that they are given choices. Brocastle now has regular resident meetings and relatives are being invited to person centred personal plan reviews in order for the team to understand the strength of views. |
| 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>In September 2022 Care Inspectorate Wales complete an inspection of the service and did issues a priority action notice. This was primarily around the timeliness/quality of care offered at the service but also the staffing arrangements at site.</p> <p>The Leadership Team at Brocastle, Operational Leadership Team and Responsible Individual worked closely with contracts monitors for Cwm Taff University Health Board and Bridgend County Borough Council and Care Inspectorate Wales and within 6 weeks turned the inspection around removing all outstanding recommendations and action notices.</p> <p>Improvements at the service continue with the team at site focusing on the lived experience of individuals on the ground floor.</p> <p>In the past 12 months the home also commenced a new project working collaboratively with Cwm Taff Health Board, developing a new step-down facility/community at the home. This service is focused on reablement and next steps care provisions.</p> |

| | |
|---|--|
| The extent to which people feel safe and protected from abuse and neglect. | Feedback in customer service satisfaction surveys is positive indicating that for those who answered individuals do feel safe and protected from abuse. Operational leadership team at Brocastle and Responsible Individual developed very positive, transparent communication with local safeguarding services and the team routinely connect with the Safeguarding team as to whether instances meet the DTR threshold. Pro-active styles of management evident at the site where concerns are discussed, and team solutions sought. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | Extensive cyclical redecoration of the environment has taken place in the previous six months, with areas re-decorated, new flooring and dining materials purchased. Individuals residing on the ground floor communities having investment in relation to dementia friendliness of the environment. Future plans to develop sensory spaces and new hairdressers in process. The step-down community located on the first floor has seen significant investment with the establishing of a bespoke community to meet their needs. |

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) | 138 |

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 | 0 |
| Infection, prevention & control | 0 | |

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

| | |
|--|-----|
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 1 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |
| Other supervisory 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 | 4 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. | |
| Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 1 |
| Manual Handling | 2 |
| Safeguarding | 1 |
| Medicine management | 4 |
| Dementia | 1 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 1 |

| | |
|--|-----|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 4 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 4 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 3 |
| No. of staff working towards the required/recommended qualification | 0 |
| Nursing care 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 | 18 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 0 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 2 |
| Manual Handling | 1 |
| Safeguarding | 0 |
| Medicine management | 2 |
| Dementia | 4 |
| Positive Behaviour Management | 6 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| Contractual Arrangements | |
|--|--------------------------------|
| No. of permanent staff | 18 |
| 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 | 7 |
| 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) | 2 |
| No. of part-time staff (16 hours or under per week) | 9 |
| 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. | 06:45 - 19:00 18:45 - 07:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 18 |
| No. of staff working towards the required/recommended qualification | 0 |
| Registered nurses | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 10 |
| 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 | 3 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Medicine management | 8 |
| Dementia | 5 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 0 |

| | |
|--|-------------------------------|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 10 |
| 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 | 1 |
| 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) | 2 |
| 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. | 06:45 - 19:00 18:45- 07:00 |
| 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 | 1 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |

| | |
|--|----------------------------|
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Typical shift patterns in operation for employed staff | |
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | 06:45-19:00 06:45-14:00 |
| 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 | 75 |
| 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 | 16 |
| Health & Safety | 13 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 18 |
| Manual Handling | 21 |
| Safeguarding | 8 |
| Medicine management | 14 |
| Dementia | 22 |
| Positive Behaviour Management | 19 |
| Food Hygiene | 21 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| | |
|--|---|
| Contractual Arrangements | |
| No. of permanent staff | 75 |
| 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 | 16 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 37 |
| No. of part-time staff (17-34 hours per week) | 22 |
| No. of part-time staff (16 hours or under per week) | 16 |
| 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. | 07:00-19:00 19:00-07:00 17:00-23:00 07:00-14:00 14:00-19:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 69 |
| No. of staff working towards the required/recommended qualification | 6 |
| 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 | 10 |
| 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 | 2 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 3 |
| Manual Handling | 0 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 3 |

| | |
|--|-----|
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 10 |
| 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) | 0 |
| No. of part-time staff (17-34 hours per week) | 8 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 10 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 9 |
| 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 | 6 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 1 |
| Manual Handling | 0 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 3 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 | 1 |
| 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) | 3 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 9 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Administrator Receptionist Maintenance Officer Activities Organiser |
| Filled and vacant posts | |
| No. of staff in post | 8 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 1 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 2 |
| Manual Handling | 0 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 8 |
| No. of Fixed term contracted staff | 0 |

| | |
|--|---|
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 5 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 8 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Cardiff and the Vale Community Homecare |
| Telephone Number | 01443445466 |
| 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? | 65 |
|--|----|

Fees Charged

| | |
|---|-------|
| The minimum hourly rate payable during the last financial year? | 13.20 |
| The maximum hourly rate payable during the last financial year? | 20.67 |

Complaints

| | |
|---|---|
| What was the total number of formal complaints made during the last financial year? | 5 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 1 |

| | |
|--|--|
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Annual Customer Satisfaction Surveys. Quality Assurance Site Audits. RI - Regulation 73 Visits. Quarterly Outcome Focused Reviews. Annual or when required Reviews with Social Services. 6 Monthly Commissioning/Contracts Monitoring. CIW Inspection. |
|--|--|

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 | Picture Cards or Written |

Statement of Compliance

| | |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> | |
| The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. | Cardiff and Vale Homecare Service routinely dispatches its annual customer satisfaction survey. Feedback from last year survey indicate that for those who answer individuals do feel their care and support needs are met and that they voices are heard. This is also evidenced in the feedback from Responsible Individual when meeting with service users in the regulation 73 visits and quality assurance audits. The teams are evidently pro-active with arranging with service users to conduct the person centred personal plan reviews at Golau Caredig but this is an area of focus at Dol Y Hafren/Cwrt Hir and Cardiff Community. |
| 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. | Cardiff and Vale Homecare registered survey predominately provides care to individuals in static extra care/close care environments with a small community offer of less than 50 hours per week. When providing care in these static environments the teams have managed to build consistent working relations with the service users and really understand their needs and desired outcomes. These environments generally add value for this reason. Going forward a development for the service is to further develop these outcomes based on more detailed person centred plans, moving from purely task orientation to more strengths based approaches. |
| The extent to which people feel safe and protected from abuse and neglect. | Evidence from Customer Satisfaction Survey and from Responsible Individuals Regulation 73 visits to site indicate that individuals do feel safe and protected by colleagues working at the service. The registered manager has developed close working relations with Cardiff and Vale Safeguarding Board and we are open and transparent with our regulatory partners. |

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) 27.39

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 1 |
| | Health & Safety | 1 |
| | Equality, Diversity & Human Rights | 0 |
| | Manual Handling | 0 |
| | Safeguarding | 1 |
| | Dementia | 1 |
| | Positive Behaviour Management | 0 |
| | Food Hygiene | 0 |
| | Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| | Contractual Arrangements | |
| | No. of permanent staff | 1 |
| | No. of Fixed term contracted staff | 0 |
| | No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 | |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 | |
| <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) | 1 | |
| No. of part-time staff (17-34 hours per week) | 0 | |
| No. of part-time staff (16 hours or under per week) | 0 | |

| | |
|--|-----|
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |
| Deputy service manager | |
| Does your service structure include roles of this type? | No |
| Other supervisory staff | |
| Does your service structure include roles of this type? | No |
| Senior social care workers providing direct care | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 4 |
| No. of posts vacant | 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 | 4 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 2 |
| Manual Handling | 4 |
| Safeguarding | 3 |
| Dementia | 2 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 4 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |

| | |
|--|-----|
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 3 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 4 |
| 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 | 61 |
| 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 | 15 |
| Equality, Diversity & Human Rights | 15 |
| Manual Handling | 14 |
| Safeguarding | 6 |
| Dementia | 0 |
| Positive Behaviour Management | 18 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 61 |
| 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 | 30 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 4 |
| No. of part-time staff (17-34 hours per week) | 16 |
| No. of part-time staff (16 hours or under per week) | 41 |
| Staff Qualifications | |

| | |
|--|----|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 54 |
| No. of staff working towards the required/recommended qualification | 7 |
| 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 | Cwm Taf Morgannwg Community Homecare |
| Telephone Number | 01443445466 |
| 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? | 190 |
|--|-----|

Fees Charged

| | |
|---|-------|
| The minimum hourly rate payable during the last financial year? | 17.23 |
| The maximum hourly rate payable during the last financial year? | 42.36 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 4 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 1 |
| Number of complaints not upheld | 0 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Quarterly outcome focused reviews Personal Plans Social Worker Reviews Annual Customer Satisfaction surveys Quarterly Responsible Individual Reg 73 Visits Quarterly Quality Assurance Audits Contracts Monitoring Visits. CIW Inspections. |

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 | Pictorial Flash cards |

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 registered manager and her team leaders/care coordinators within Cwm Taf Morgannwg are very pro-active with the service users of the respective services within the registration. There are two static extra care facilities and two community-based provisions.

Each service conduct outcome focused reviews and complete the annual customer satisfaction surveys. Team Leaders/Care Coordinators work closely with social work team in the respective localities to ensure they are meeting the needs of the service users. The two static communities have established teams with consistent long-standing leadership feedback consistently shows these are individuals feel supported 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.

Each service contained within the Cwm Taf Morgannwg registration have slightly different commissioned objectives but our teams respectively closely liaise with health professionals in all of the localities to ensure consistent joined up provisions.

There is further work required to develop more seamless journeys for individuals from hospital through to discharge, but this is not Cwm Taf Morgannwg specific but a wider industry issue.

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

Individuals tell me that they feel safe and well-supported when visiting services. Our services have gone over and above expectation in many examples especially within our static/extra care provisions to ensure people are safe and needs/objectives are met. This is clearly evidenced in Regulation 73 reports, quality assurance audits and evident in the feedback from the Care Inspectorate Wales inspector for the service.

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) | 32 |
|--|----|

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | <p>Filled and vacant posts</p> | |
| | No. of staff in post | 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 | 1 |
| | Health & Safety | 1 |
| | Equality, Diversity & Human Rights | 1 |
| | Manual Handling | 1 |
| | Safeguarding | 1 |
| | Dementia | 0 |
| | Positive Behaviour Management | 0 |
| | Food Hygiene | 0 |
| | Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| | <p>Contractual Arrangements</p> | |
| | 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 |
| | <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) | 1 | |
| No. of part-time staff (17-34 hours per week) | 0 | |
| No. of part-time staff (16 hours or under per week) | 0 | |
| <p>Staff Qualifications</p> | | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 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? | 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 | 3 |
| 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 | 1 |
| Equality, Diversity & Human Rights | 2 |
| Manual Handling | 3 |
| Safeguarding | 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. | |
| 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 |
| 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 |
| 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 4 |
| 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 | 2 |
| Equality, Diversity & Human Rights | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 4 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| <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) | 3 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 0 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 4 |
| No. of staff working towards the required/recommended qualification | 0 |
| <p>Other social care workers providing direct care</p> | |
| 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 | 100 |
| No. of posts vacant | 4 |
| <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 | 35 |
| Health & Safety | 8 |
| Equality, Diversity & Human Rights | 35 |
| Manual Handling | 35 |
| Safeguarding | 31 |
| Dementia | 5 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 100 |
| 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 | 57 |
| 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) | 23 |
| No. of part-time staff (16 hours or under per week) | 71 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 100 |
| No. of staff working towards the required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | No |

Service Profile

Service Details

| | |
|-----------------|---------------|
| Name of Service | Cwmbran House |
|-----------------|---------------|

| | |
|--|----------------|
| Telephone Number | 01633838806 |
| 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? | 77 |
|--|----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 806.88 |
| The maximum weekly fee payable during the last financial year? | 1227.29 |

Complaints

| | |
|--|---|
| What was the total number of formal complaints made during the last financial year? | 5 |
| Number of active complaints outstanding | 1 |
| Number of complaints upheld | 4 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 1 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Six residents meetings have taken place during the last financial year. One round of service user quality assurance questionnaire and the service has also completed an in-house survey in respect of preferences and choices. The service also receives 4 quality assurance site visits and also the regulatory 4 regulation 73 visits from the RI, part of both these visits consult with and speak to service users at Cwmbran House. |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 56 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 56 |
| How many bathrooms have assisted bathing facilities? | 4 |
| How many communal lounges at the service? | 5 |
| How many dining rooms at the service? | 2 |
| Provide details of any outside space to which the residents have access | All communities at Cwmbran House have access to a central courtyard garden this is then complemented by three internal community gardens. There are also three external gardens which are accessed by a perimeter walkway. |
| Provide details of any other facilities to which the residents have access | Cwmbran House has an activities room, this space accommodates all group activities and entertainment. The home has a hair salon, and other spaces which allow for one to one private conversations. There are other areas around the home that support reminiscence. |

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. | Service users' voices are heard, and choices are given about the care and support received. Evidence of the above can be seen in the customer satisfaction surveys, residents/relatives' meetings and also the reflections of the RI/Quality assurance audits completed at the service. Evidence of person-centered outcome focused reviews are also evident at site however some improvements are required to ensure relatives/residents are routinely met with as part of this process. |
| 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. | Residents are happy and are supported to maintain their health, development and overall well-being. Evidence of this is evident in customer satisfaction surveys, regulation 73 visits, quality assurance processes, and within service users' personal plans at the service. Feedback from visiting medical professionals also indicate that health and well-being are routinely monitored. Cwmbran House monitors, personal objectives, weight, falls/accidents, well-being, Dols, hospital admissions, observations along with many others. |
| The extent to which people feel safe and protected from abuse and neglect. | Residents feel safe and are protected from abuse and neglect. Evidence of this can be seen from feedback but are also born out in practice with robust use of the care operations escalation process, referral to Safeguarding/Regulation 60 notification and Social Care Wales Fitness to Practice processes. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | People do live in accommodation that best supports their well-being and achievement of their personal outcomes. Evidence of this can again be seen in customer satisfaction surveys, quality of care reports, but are also born out with the investment in the environment at Cwmbran House with the improvements made to cyclical decoration, outdoor areas at the service. |

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) | 56.03 |
|--|-------|

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 0 |
| | Manual Handling | 0 |
| | Safeguarding | 0 |
| | 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. | |
| | 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 |
| <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 | 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 | 1 |
| Health & Safety | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 1 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |

| | |
|---|-----|
| Other supervisory staff | |
| 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 | 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 | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| 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. | |
| 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 social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 13 |
| 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 | 0 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 0 |
| Manual Handling | 3 |
| Safeguarding | 3 |
| Medicine management | 13 |
| Dementia | 2 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 13 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> | |
| No. of full-time staff (35 hours or more per week) | 9 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 0 |
| <p>Typical shift patterns in operation for employed staff</p> | |
| 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. | Shift patterns for Senior care are as follows: 06:45 - 19:00 x 3 senior care colleagues 18:45 - 07:00 x 2 senior care colleagues |

| | |
|--|-----|
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 13 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 42 |
| 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 | 0 |
| Health & Safety | 17 |
| Equality, Diversity & Human Rights | 13 |
| Infection, prevention & control | 0 |
| Manual Handling | 8 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 13 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 42 |
| 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 | 5 |
| 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) | 16 |
| No. of part-time staff (17-34 hours per week) | 21 |
| No. of part-time staff (16 hours or under per week) | 5 |
| 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. | Shift patterns at site are as follows: - 07:00 - 19:00 - 4 staff 08:00 - 20:00 - 2 staff 08:00 - 14:00 - 2 staff 06:00 - 14:00 - 1 staff 19:00 - 07:00 - 3 staff 19:00 - 01:00 - 1 staff |
| 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 | 4 |
| 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 | 9 |
| 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 | 3 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 3 |
| Manual Handling | 4 |
| Safeguarding | 4 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 | 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) | 0 |
| No. of part-time staff (17-34 hours per week) | 6 |

| | |
|--|-----|
| No. of part-time staff (16 hours or under per week) | 3 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 9 |
| No. of staff working toward required/recommended qualification | 9 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 8 |
| 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 | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 8 |
| 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 | 1 |
| 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) | 6 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 7 |

| | |
|---|---|
| No. of staff working toward required/recommended qualification | 1 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Business Support Officer: - Assist with all income generating processes. Officer also assists with payroll and all other financial related tasks. Receptionist: - Front of house (meet and greet), telephone. Maintenance Operative: - All general repairs, health and safety checks, and grounds person. Activities Organiser: - Facilitates activity programme and organises events. |
| Filled and vacant posts | |
| No. of staff in post | 7 |
| No. of posts vacant | 0 |
| <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> | |
| Induction | 3 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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) | 2 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 7 |
| No. of staff working toward required/recommended qualification | 7 |

| | |
|--|--|
| | |
|--|--|

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Gwynfa |
| Telephone Number | 02920764714 |
| 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? | 17 |
|--|----|

Fees Charged

| | |
|--|--------|
| The minimum weekly fee payable during the last financial year? | 881.51 |
| The maximum weekly fee payable during the last financial year? | 881.51 |

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 | 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>Generally, Gwynfa holds a monthly residents meeting. The service has recently appointed a new activities organiser who is currently acting as a semi advocate/spokesperson liaising with the residents.</p> <p>In addition to this both the Responsible individual and the Quality Assurance auditor completes quarterly visits to site, both speaking to service users.</p> <p>Onsite they complete 3 monthly reviews of the outcome focused personal plans with service users.</p> <p>Annual Customer Satisfaction survey.</p> <p>Contracts monitoring and social worker CMHT reviews.</p> |

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? | 0 |
| 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 | Residents have access to a rear garden/patio/seating area. There are also seated places to the side of the service. |
| Provide details of any other facilities to which the residents have access | There is a smoking room on site. There is also an accessible laundry and kitchen area. Residents are supported to maintain as much of their independence as possible. |

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

| | |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> | |
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>People living at Gwynfa do feel their voices are heard and have choice about the care and support they receive. Evidence for this can be seen in the quality of care reports, social worker reviews, Regulation 73/Quality Assurance visits and also the recent Care Inspectorate Wales inspection of the service.</p> <p>Residents have 2-4 weekly meetings deciding on menu options, takeaway options, activities, fundraising etc.</p> <p>Robustly evaluated person-centred outcome focused personal plans, involving resident/service users.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>Residents at the service are happy and are supported to maintain their ongoing health, development and overall well-being. This again is evidenced in the quality-of-care review for the Gwynfa but also in feedback received in inspections and from visiting professionals.</p> <p>Considerable evidence at site of monitoring individuals' mental health, weight and wellbeing.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>Residents do feel safe and are protected from abuse and neglect.</p> <p>Evidenced in Quality of care report, customer satisfaction, feedback received at regulation 73 visits, CIW inspection and also Quality assurance audit.</p> <p>During the course of last 12 months robust action has been taken by the on-site leadership team if they feel any of their service users are being taken advantage of, this is then escalated to senior management via escalations process.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Again individuals do live in accommodation that best supports their well-being and achievement of personal outcomes.</p> <p>Evidence for this statement can be seen in quality assurance reports, CIW inspection feedback regulation 73 visits.</p> <p>The site has undergone a complete cyclical redecoration.</p> <p>Many of the residents the RI speaks to when visiting the service reference the wonderful community surrounding Gwynfa and the support they receive both at the service but also by the wider community.</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) 11.83

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 0

Manual Handling 0

Safeguarding 0

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.

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 | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| 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. | |

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 |
| 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 | 8 |
| 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 | 0 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 5 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 8 |
| Dementia | 0 |
| Positive Behaviour Management | 6 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| Contractual Arrangements | |
|--|--------------------------------|
| No. of permanent staff | 8 |
| 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) | 2 |
| No. of part-time staff (17-34 hours per week) | 3 |
| 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. | 07:45 - 20:00 19:45 - 08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 8 |
| No. of staff working towards the required/recommended qualification | 0 |
| Other 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 | 9 |
| 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 | 1 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 5 |
| Food Hygiene | 1 |

| | |
|--|----------------------------|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 | 2 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 3 |
| No. of part-time staff (16 hours or under per week) | 5 |
| 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. | 08:00-20:00 20:00-08:00 |
| 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 |
| 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 | 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 | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |

| | |
|--|-----|
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 0 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 2 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 2 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. 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 | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| Contractual Arrangements | |
|--|---|
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 1 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Maintenance Officer Activities Organiser |
| 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 | 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. | |
| 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) | 0 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 2 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Picton Court |
| Telephone Number | 01656789720 |
| 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? | 109 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 741.00 |
| The maximum weekly fee payable during the last financial year? | 1312.21 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 4 |
| Number of active complaints outstanding | 1 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 3 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | The Manager holds bi-monthly residents/relatives meetings. Annual Customer Satisfaction Surveys Responsible Individual Regulation 73 Visits Quality Assurance Audit. Residents/Relatives invited to review individuals personal plan. Contracts Monitoring visits by both LHB and Local Authority. CIW Inspection. |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 76 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 76 |
| How many bathrooms have assisted bathing facilities? | 3 |
| How many communal lounges at the service? | 3 |
| How many dining rooms at the service? | 3 |
| Provide details of any outside space to which the residents have access | A secure outside courtyard garden accessible of the Dementia Support Community. Wheelchair accessible garden areas surrounding the perimeter of the home. Patio Area to the front of the home for general nursing community |
| Provide details of any other facilities to which the residents have access | The home is complimented with a family room area which leads out onto a raised patio and conservatory. Home has a hairdresser. Home has cold water facilities, vending machines and compliment any tea and coffee making facilities. |

Communicating with people who use the service

| | |
|---|---|
| Identify any non-verbal communication methods used in the provision of the service | |
| Picture Exchange Communication System (PECS) | No |
| Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH) | No |
| Makaton | No |
| British Sign Language (BSL) | No |
| Other | Yes |
| List 'Other' forms of non-verbal communication used | Picture cards and menus have been used when required. |

Statement of Compliance

| | |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> | |
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>Evidence from those individuals that completed the customer satisfaction surveys indicated that they did feel their voices were heard and that they had choice. Responsible Individual has visited the service frequently and has observed many positive practices/interventions from the team working at the home. Observations in terms of mealtime observations, activities, personal hygiene have all been witnessed. Evidence of robust and routine resident meetings with the leadership team are available at the home. Experienced long-standing team at service. Responsible Individual has spoken to residents, relatives and visiting professionals and feedback of the service is routine positive and robust.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>Recently Responsible Individual spoke to a GP who visits the service routinely and the GP commented about the robust referrals, the quality of the medical monitoring and the professionalism of the team and leadership at the home. In the words of the GP, Picton Court was by far the best care home they had visited.</p> <p>Clear evidence at site of medical monitoring, and robust medical trend analysis. Evidence of clear prompt medical referrals. In Q4 2022 UHB nurse assessors were at the home who were very positive of the care delivered at the service and detailed personal plans evident.</p> <p>Current personal plans do however need some further development as these are very task/clinically orientated and require more holistic evaluations.</p> |

| | |
|--|--|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>During the last year, Responsible Individual is assured that the leadership team at the service ensures prompt escalation of all allegations of abuse/misconduct. Feedback given in the surveys and evidence through observations in Regulation 73 visits and quality assurance audits also indicate that individuals feel safe and are protected from abuse. Leadership team has fostered very positive links to local Safeguarding team, so when allegations are received the safeguarding team are evidently assured of a robust internal review/response.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Feedback received in terms of the satisfaction survey, and R/I Quality Assurance visits to site is that individuals are happy with the accommodation. The home's position represents some of the best views of local scenery and the many of the rooms capture these views. Significant works redecorating communal spaces have occurred over the last twelve months and remains on-going. Improvements in terms of accessibility to items of stimulation are required in lounge/spaces, RI would like to see development of further reminiscence/sensory and outdoor spaces utilising the many benefits of the natural surroundings.</p> |

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

| | |
|---|------------|
| <p>Number of posts and staff turnover</p> | |
| <p>The total number of full time equivalent posts at the service (as at 31 March)</p> | <p>136</p> |

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

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

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

| | |
|---|-----|
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 1 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |
| Other supervisory staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 2 |
| No. of posts vacant | 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 | 3 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 1 |
| Manual Handling | 2 |
| Safeguarding | 0 |
| Medicine management | 3 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |

| | |
|--|-----|
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 2 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |
| Nursing care 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 | 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 | 3 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 1 |
| Safeguarding | 0 |
| Medicine management | 3 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| | |
|--|--------------------------------|
| 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. | 07:45 - 20:00 19:45 - 08:00 |
| 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 |
| Registered nurses | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 18 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 3 |
| Health & Safety | 13 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 0 |
| Manual Handling | 11 |
| Safeguarding | 0 |
| Medicine management | 18 |
| Dementia | 4 |
| Positive Behaviour Management | 0 |

| | |
|--|---|
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 18 |
| 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 | 5 |
| 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) | 8 |
| 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. | 07:45 - 2:00 AM 13:45 - 20:00 PM 19:45-08:00 07:45 - 20:00 |
| 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 | 11 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 2 |
| Health & Safety | 25 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 0 |
| Manual Handling | 2 |
| Safeguarding | 0 |
| Medicine management | 11 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

| Contractual Arrangements | |
|--|--------------------------------|
| No. of permanent staff | 11 |
| 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 | 1 |
| 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) | 3 |
| 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. | 07:45 - 20:00 19:45 - 08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 11 |
| 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 | 63 |
| 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 | 6 |
| Health & Safety | 19 |
| Equality, Diversity & Human Rights | 14 |
| Infection, prevention & control | 0 |
| Manual Handling | 29 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 18 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |

| | |
|--|------------------------------|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 63 |
| 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) | 28 |
| No. of part-time staff (17-34 hours per week) | 22 |
| No. of part-time staff (16 hours or under per week) | 13 |
| 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. | 08:00-20:00 20:00 - 08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 57 |
| No. of staff working towards the required/recommended qualification | 6 |
| 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 | 12 |
| 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 | 0 |
| Medicine management | 0 |
| Dementia | 0 |

| | |
|--|-----|
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 12 |
| 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 | 1 |
| 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) | 10 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 12 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 8 |
| 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 | 8 |
| Safeguarding | 0 |
| 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. | |

| | |
|--|---|
| Contractual Arrangements | |
| No. of permanent staff | 8 |
| 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) | 5 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 8 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Receptionist Activities Organiser Maintenance Officer Business Support Administrator |
| 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 | 4 |
| Health & Safety | 5 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 0 |
| Manual Handling | 6 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 9 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Plas y Garn |
| Telephone Number | 01495757708 |
| 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? | 52 |
|--|----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 689.64 |
| The maximum weekly fee payable during the last financial year? | 1181.41 |

Complaints

| | |
|---|---|
| What was the total number of formal complaints made during the last financial year? | 3 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 2 |
| 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? | Annual Customer Satisfaction Survey's Quarterly Outcome Focused Personal Plan Reviews Quarterly Residents/Relatives Meetings. Contracts Monitoring Social Worker Reviews Quarterly Quality Assurance Auditor Visits Quarterly Responsible Individual Regulation 73 Visits. |
|--|--|

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 32 |
| 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? | 5 |
| How many communal lounges at the service? | 4 |
| How many dining rooms at the service? | 3 |
| Provide details of any outside space to which the residents have access | All residents have access to rear and side garden space, with covered areas and bandstand. There are outdoor walkways. There is a patio to the rear off the lower ground floor community and balcony area on the ground floor community. |
| Provide details of any other facilities to which the residents have access | 1 Quiet Lounge spaces 1 x hairdresser space. 1 reminiscence room. Whilst bedrooms do not have ensuite toilets all rooms are fitted with vanity units and hand basin's. Lower ground floor community is partial key fob secure. |

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

| | |
|---|--|
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>Results from those that completed our customer satisfaction survey's indicate that generally individual do feel listened to at the service. Feedback from Responsible Individuals Regulation 73 visits of the service and also the Quality Assurance Auditors feedback further evidence this.</p> <p>It is clear from observations of care in the visits mentioned above that choices are given to service users, and preferences are adhered too.</p> <p>The service has experienced some change over the last twelve months with a change in manager and some of the senior team, but the RI was pleased to see that robust person centered personal plans have been maintained. Some work is required to move these plans to more strengths-based narrative, but this is work that is required across many of the sister services also.</p> <p>Regular resident meetings are evident and feedback from relatives remains very positive.</p> <p>Reviews of the personal plans to more robustly involve service user's and or their relatives is an area for continued improvement with the service.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>There is clear evidence at Plas Y Garn that the service does monitor individuals' health and well-being matters. Evidence of weight monitoring, health referrals are clearly recorded within service users' personal plans and files. Evidence of Optometry/Podiatry interventions are also clearly recorded along with reviews from local CMHT teams.</p> <p>Service users have indicated in feedback and also observation generally that they do feel happy at the service. On a recent visit the RI spoke to the relatives of a service user who was end of life who were emphatic about the quality of care on offer to their loved one.</p> <p>Residents did feedback that further work does need to take place at the service in terms of activities and trips out into the community as since the pandemic activities have been coming to site rather than residents going out.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>Q1 of 2023 has seen no referrals to Safeguarding in respect of allegations of abuse at the service. Observations of care carried out both day and night indicate that residents are treated with dignity and respect.</p> <p>Feedback from those that completed the customer satisfaction surveys is that individuals do feel safe and are protected from a abuse.</p> <p>The RI in his Q1 Regulation 73 visit spoke to a service user who had moved to the service from her home initially on respite but who decided to stay did so due to the feeling of being safe at the service.</p> <p>Robust escalations process within the organisation, and leadership colleagues are expected to escalate significant concerns within time thresholds.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>There is significant evidence that the environment at Plas Y Garn does support individuals well-being and personal outcomes. Individual bedrooms are personalized, some rooms have received recent cyclical redecoration.</p> <p>There has been significant changes due to long term absence of some of the domestic team and the RI had liaise with the management team to improve the deep cleaning of certain communal areas within the service.</p> <p>Other evidence at site indicates that residents are influencing menu's, activities and have been introduced to new colleagues in the recruitment and selection process.</p> |

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

| | |
|---|--------------|
| <p>Number of posts and staff turnover</p> | |
| <p>The total number of full time equivalent posts at the service (as at 31 March)</p> | <p>24.53</p> |

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 1 |
| | Health & Safety | 0 |
| | Equality, Diversity & Human Rights | 0 |
| | Infection, prevention & control | 0 |
| | Manual Handling | 0 |
| | Safeguarding | 0 |
| | 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. | |
| | 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? | 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 | 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 | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 0 |
| Medicine management | 1 |
| Dementia | 1 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 0 |
| 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 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 9 |
| 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 | 0 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 4 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 9 |
| Dementia | 2 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 | 2 |
| <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) | 3 |
| 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. | 07:45-20:00 19:45-08:00 |
| 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 | 19 |
| 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 | 0 |
| Health & Safety | 17 |
| Equality, Diversity & Human Rights | 13 |
| Infection, prevention & control | 2 |
| Manual Handling | 3 |
| Safeguarding | 2 |
| Medicine management | 4 |
| Dementia | 4 |
| Positive Behaviour Management | 13 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 19 |
| 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 | 4 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 4 |
| No. of part-time staff (17-34 hours per week) | 9 |
| No. of part-time staff (16 hours or under per week) | 6 |

| | |
|---|----------------------------|
| <p>Typical shift patterns in operation for employed staff</p> | |
| 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. | 08:00-20:00 20:00-08:00 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 19 |
| No. of staff working towards the required/recommended qualification | 0 |
| <p>Domestic staff</p> | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 6 |
| No. of posts vacant | 2 |
| <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 | 3 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 6 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 2 |
| <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) | 0 |

| | |
|---|-----|
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 2 |
| <div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div> | |
| No. of staff who have the required qualification | 6 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| <div style="border: 1px solid green; padding: 5px;">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.</div> | |
| <div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div> | |
| No. of staff in post | 7 |
| No. of posts vacant | 2 |
| <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 | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 0 |
| 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. | |
| <div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</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 | 2 |
| <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) | 1 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 5 |
| <div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div> | |

| | |
|---|--|
| No. of staff who have the required qualification | 7 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Reception/Administrator Maintenance Activities Organiser |
| Filled and vacant posts | |
| No. of staff in post | 4 |
| 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 | 2 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 4 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 1 |
| No. of part-time staff (16 hours or under per week) | 2 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 4 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Ty Penrhos |
| Telephone Number | 02920854340 |
| 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? | 114 |
|--|-----|

Fees Charged

| | |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 942.92 |
| The maximum weekly fee payable during the last financial year? | 3175.05 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 5 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 3 |
| Number of complaints not upheld | 2 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Service User Satisfaction Survey. Resident and Family Meetings Review's on Care Home.Co.uk Quality Assurance Audits Reg 73 Visits Care Plan Reviews. Contract Monitoring Visits. |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 83 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 83 |
| How many bathrooms have assisted bathing facilities? | 6 |
| How many communal lounges at the service? | 9 |
| How many dining rooms at the service? | 7 |
| Provide details of any outside space to which the residents have access | Residents have access to a internal courtyard garden and a further perimeter garden off the APD community. Residents also have access to three balcony areas and one veranda. |
| Provide details of any other facilities to which the residents have access | There is a family room at the service. There is a communal area "The Street" where communal activities occur. There are three sittings areas throughout the home, where residents can sit with loved ones. |

| | |
|---|----------------------------------|
| 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 | Picture board and picture menu's |

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

| | |
|---|--|
| <p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p> | <p>Annually Ty Penrhos conducts a customer satisfaction survey which feeds into the October Quality of Care Review. October 2022 quality of care reported that out of the services users and relatives asked a high proportion felt their views were listened too and their care and support needs were met. This feedback is consistently recorded in Responsible Individuals Reg 73 reports and Quality Assurance Audits. In addition, RI has seen regular evidence of residents and relatives' meetings having taken place at the service. It is fair to acknowledge that concerns were raised about the service in September 2022 by contracts monitor and subsequently Care Inspectorate Wales regarding staffing arrangements and quality of care delivered, however we worked closely with contracts monitors with heightened service inspections and these areas were promptly addressed by the Care Operations team at Hafod.</p> |
| <p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p> | <p>Ty Penrhos has robust systems and processes in place to ensure peoples individual's health and well-being needs are captured. There is also monthly compliance monitoring completed by the quality auditors to ensure there is 360 approaches to improving the quality of care delivered. We recognize as a team that our person-centered personal plans need to be more strengths orientated and going forward Ty Penrhos will be focused on addressing this.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>Feedback from customer satisfactions surveys completed by individuals and or their relatives residing at Ty Penrhos show that people do feel protected from abuse. RI works closely with the team to ensure duty of candor and transparency when issues have been highlighted. Over recent months there have been several DTR referrals by the management team at Ty Penrhos only one remains open as others were closed. Any colleagues involved in alleged misconduct have been referred to Fitness to Practice (Social Care Wales).</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Ty Penrhos has consistently maintained high standards in terms of the environment at the service. The home is well-decorated. RI has raised concerns on previous two regulation 73 regarding clutter in some bathroom areas these have been addressed and items removed promptly. At Christmas time one of the communities reported that a lounge was cold, the care operational team and RI acted swiftly to address and monitor the temperature. Equipment for the service is routinely purchased and the team are innovative in designing and making products to assist with the care needs of their service user.</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) | 127.45 |
|--|--------|

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 1 |
| | Health & Safety | 1 |
| | Equality, Diversity & Human Rights | 1 |
| | Infection, prevention & control | 0 |
| | Manual Handling | 1 |
| | Safeguarding | 0 |
| | 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. | | |
| 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 | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 1 |
| 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. | |

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? | 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 | 5 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 0 |
| Manual Handling | 1 |
| Safeguarding | 0 |
| Medicine management | 4 |
| Dementia | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 5 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 5 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |

| | |
|---|-----|
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 0 |
| No. of staff working towards the required/recommended qualification | 0 |
| Nursing care 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 | 12 |
| 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 | 3 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 1 |
| Manual Handling | 3 |
| Safeguarding | 2 |
| Medicine management | 12 |
| Dementia | 2 |
| Positive Behaviour Management | 8 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 12 |
| 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 | 1 |
| 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) | 9 |
| No. of part-time staff (17-34 hours per week) | 2 |
| 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. | 07:45-20.00 or 19:45 - 08:00 |
| <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 | 12 |
| No. of staff working towards the required/recommended qualification | 0 |
| Registered nurses | |
| Does your service structure include roles of this type? | Yes |
| <div style="border: 1px solid green; padding: 5px;">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.</div> | |
| <div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div> | |
| No. of staff in post | 22 |
| No. of posts vacant | 2 |
| <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 | 3 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 2 |
| Manual Handling | 9 |
| Safeguarding | 2 |
| Medicine management | 20 |
| Dementia | 5 |
| Positive Behaviour Management | 11 |
| Food Hygiene | 4 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div> | |
| 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 |
| <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) | 14 |
| No. of part-time staff (17-34 hours per week) | 5 |
| 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.

07:45-20:00
19:45 - 08:00

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

5

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

0

Infection, prevention & control

0

Manual Handling

1

Safeguarding

1

Medicine management

5

Dementia

2

Positive Behaviour Management

2

Food Hygiene

0

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

Contractual Arrangements

No. of permanent staff

5

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

1

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)

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. | 07:45-20:00 or 19:45-08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 5 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 96 |
| No. of posts vacant | 8 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 16 |
| Health & Safety | 20 |
| Equality, Diversity & Human Rights | 21 |
| Infection, prevention & control | 20 |
| Manual Handling | 32 |
| Safeguarding | 15 |
| Medicine management | 18 |
| Dementia | 15 |
| Positive Behaviour Management | 33 |
| Food Hygiene | 26 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 96 |
| 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 | 13 |
| 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) | 58 |
| No. of part-time staff (17-34 hours per week) | 23 |
| No. of part-time staff (16 hours or under per week) | 15 |

| | |
|---|----------------------------|
| <p>Typical shift patterns in operation for employed staff</p> | |
| 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. | 08:00-20:00 or 20:00-08:00 |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 92 |
| No. of staff working towards the required/recommended qualification | 2 |
| <p>Domestic staff</p> | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 17 |
| 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 | 2 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 2 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <p>Contractual Arrangements</p> | |
| No. of permanent staff | 17 |
| 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 | 5 |
| <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) | 0 |

| | |
|--|-----|
| No. of part-time staff (17-34 hours per week) | 8 |
| No. of part-time staff (16 hours or under per week) | 9 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 19 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 10 |
| 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 | 3 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 2 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 10 |
| 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 | 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) | 5 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 3 |
| Staff Qualifications | |

| | |
|---|---|
| No. of staff who have the required qualification | 10 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Receptionist Maintenance Person Activities Organiser Financial Administrator |
| Filled and vacant posts | |
| No. of staff in post | 7 |
| 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 | 2 |
| Health & Safety | 4 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 3 |
| Manual Handling | 0 |
| Safeguarding | 2 |
| Medicine management | 0 |
| Dementia | 2 |
| Positive Behaviour Management | 4 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 7 |
| No. of staff working toward required/recommended qualification | 0 |

Service Profile

Service Details

| | |
|--|----------------|
| Name of Service | Woodcroft |
| Telephone Number | 02920774500 |
| 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? | 103 |
|--|-----|

Fees Charged

| | |
|--|--------|
| The minimum weekly fee payable during the last financial year? | 935.52 |
| The maximum weekly fee payable during the last financial year? | 1200 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 10 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 0 |
| Number of complaints partially upheld | 3 |
| 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? | <ol style="list-style-type: none"> 1. Service holds annual customer satisfaction surveys. 2. Quarterly residents and relatives' meetings. 3. Outcome focused Personal Plan Reviews. 4. Quarterly Site visits of both Responsible Individual and Quality Auditor both speaking to service users. 5. Social Worker/CMHT Reviews 6. Contracts Monitor Visits. |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 60 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 60 |
| How many bathrooms have assisted bathing facilities? | 6 |
| How many communal lounges at the service? | 6 |
| How many dining rooms at the service? | 6 |
| Provide details of any outside space to which the residents have access | Residents have access to a secure courtyard garden on the ground-floor community. Both the 1st and second floor communities have access to balcony areas. |
| Provide details of any other facilities to which the residents have access | Residents have access to Atrium, here most of the communal activities and entertainments take place. There is a hairdresser/sensory room, 2 reminiscence spaces (pub and quiet area). |

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 | Home does use pictorial flash cards and visual menus. |

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. | Evidence from the residents customer satisfaction survey's, quality assurance audits, RI regulation 73 reports and feedback from contracts monitors show that people's voices are listened to and have choices about the care and support they are have been offered. It is fair to say that the service did require some improvements in respect to some of these areas as evidenced by the Care Inspectorate Wales inspector on the November inspection, but in more recent weeks improvements have been acknowledged. |
| 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. | Overall, with the ongoing development of the person-centered personal plans and the associated monitoring systems the service can evidence that individuals are health and well-being is supported. Again, I feel it is important for me to recognize that further developments are planned as we move from generally a task orientated narrative to more strengths-based approaches. Due to some previous concerns Woodcroft has recently developed by far more robust systems to monitoring weight, and DOL's. Feedback from District Nurses and CMHT team have been really positive where they have noticed prompt referrals from Woodcroft for medical attention. Going forward the service does recognize we must improve at the prevention and not just focus on the prompt referral. |
| The extent to which people feel safe and protected from abuse and neglect. | Feedback from the customer satisfaction surveys, and feedback from regulation 73 visits and quality assurance audits does evidence that people do generally feel protected from abuse at the service. However, it is important for me to recognise that in recent months there have been several DTR referrals due to medication errors and one relating to a person with a cognitive impairment being able to leave site unaccompanied. We have worked transparently and collaboratively with contracts monitoring and Care Inspectorate Wales in all instances and have completed our own route cause investigations to ensure we learn the lessons from those instances. Daily monitoring in respect of medication management now takes place at Woodcroft. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | In November 2022 Care Inspectorate Wales visited Woodcroft and found several concerns in relation to the environment at the service. Similar concerns had also been escalated to the Operational Leadership Team by the Responsible Individual and the Quality Assurance Auditor. The Operational Leadership Team responded robustly with a complete redecoration of the service, painting, replacement lounge seating and flooring. Feedback from people using and working at the service has improved as a result and these improvements have also been acknowledged by Care Inspectorate Wales and Contracts Monitoring. |

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) | 56.42 |
|--|-------|

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

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

| | | |
|---|---|-----|
| Staff Type | Service Manager | |
| | Does your service structure include roles of this type? | Yes |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | 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 | 1 |
| | Equality, Diversity & Human Rights | 1 |
| | Infection, prevention & control | 1 |
| | Manual Handling | 0 |
| | Safeguarding | 1 |
| | Medicine management | 1 |
| | Dementia | 1 |
| Positive Behaviour Management | 1 | |
| Food Hygiene | 0 | |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | | |
| Contractual Arrangements | | |
| No. of permanent staff | 1 | |
| No. of Fixed term contracted staff | 0 | |
| No. of volunteers | 0 | |
| No. of Agency/Bank staff | 0 | |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 | |

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

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

Staff Qualifications

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

Deputy service manager

| | |
|---|-----|
| Does your service structure include roles of this type? | 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 | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 0 |
| 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) | 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? | Yes |
| Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. | |
| Filled and vacant posts | |
| No. of staff in post | 1 |
| No. of posts vacant | 0 |
| Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. | |
| Induction | 1 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 0 |
| Manual Handling | 1 |
| 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. | |
| 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 social care worker | 1 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 11 |
| 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 | 0 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 3 |
| Infection, prevention & control | 5 |
| Manual Handling | 0 |
| Safeguarding | 10 |
| Medicine management | 9 |
| Dementia | 5 |
| Positive Behaviour Management | 9 |
| Food Hygiene | 5 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 11 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

| | |
|--|--------------------------------|
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 8 |
| No. of part-time staff (17-34 hours per week) | 3 |
| 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. | 07:45 - 20:00 19:45 - 08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 11 |
| 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 | 55 |
| No. of posts vacant | 3 |
| 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 | 13 |
| Health & Safety | 17 |
| Equality, Diversity & Human Rights | 20 |
| Infection, prevention & control | 17 |
| Manual Handling | 15 |
| Safeguarding | 11 |
| Medicine management | 16 |
| Dementia | 23 |
| Positive Behaviour Management | 21 |
| Food Hygiene | 14 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 55 |
| 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 | 15 |
| 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) | 17 |
| No. of part-time staff (17-34 hours per week) | 22 |
| No. of part-time staff (16 hours or under per week) | 16 |
| 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. | 07:45-20:00 07:45-14:00 17:00-22:00 18:00-23:00 14:00-20:00 20:00-08:00 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 55 |
| No. of staff working towards the required/recommended qualification | 0 |
| 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 | 5 |
| No. of posts vacant | 3 |
| 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 | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 5 |

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

| | |
|--|--|
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 1 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 6 |
| No. of staff working toward required/recommended qualification | 0 |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | Yes |
| List the role title(s) and a brief description of the role responsibilities. | Maintenance Officer Activities Organiser Receptionist Administrator |
| Filled and vacant posts | |
| No. of staff in post | 7 |
| 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 | 4 |
| Infection, prevention & control | 3 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Medicine management | 0 |
| Dementia | 3 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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) | 3 |
| No. of part-time staff (17-34 hours per week) | 3 |
| No. of part-time staff (16 hours or under per week) | 1 |

Staff Qualifications

| | |
|--|---|
| No. of staff who have the required qualification | 7 |
| No. of staff working toward required/recommended qualification | 0 |