

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:	Inspired Homes Network Ltd.
The provider was registered on:	06/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

The Gables Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/11/2018
Responsible Individual(s)	Keenan Rothwell
Manager(s)	Sara Taylor
Maximum number of places	21
Service Conditions	There are no conditions associated to this service
The Conifers Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/11/2018
Responsible Individual(s)	Keenan Rothwell
Manager(s)	Michelle Spencer
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Inspired Homes Network Ltd.	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/05/2019
Responsible Individual(s)	Keenan Rothwell
Manager(s)	
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service
Glencoe Villa	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/11/2018
Responsible Individual(s)	Keenan Rothwell
Manager(s)	Michelle Spencer
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

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

We set out clear expectations for each role within the organisation to identify each employees training and development needs. Staff within our organisation are monitored to ensure that the high est quality of care is given, gaps within training can be identified w ithin this process and will then be acted upon. Staff feedback is very valuable to us and this can be discussed w ithin staff meetings or supervisions.

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

Our arrangements for recruitment often start online or through wo rd of mouth. The brief process consists of: Application form, telep hone interview, Face-to-face interview, pre-employment checks, i nduction training, shadowing. We retain our staff by offering good working conditions, good com munication, supporting staff, encourage an open and ongoing dial ogue with staff, spot signs of leavers before they go, make career pathways clear and always recognise and reward good work.

Service Profile

Service Details

Name of Service	Glencoe Villa
Telephone Number	01492622644
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1574.21
The maximum weekly fee payable during the last financial year?	1646.69

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All new service users and their family are given a copy of our statement of purpose. This contains Complaints procedures, security of the home, confidentiality, and core values of our care.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Front and rear garden areas
Provide details of any other facilities to which the residents have access	Each service user has access to a lounge each and their own toilet. Also, there is a sensory room within the home, however, currently none of the service user's are interested in this 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)	Yes
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.

All residents are regarded as unique individuals who are valued equally.

Objectives

To develop a Person Centred Plan that emphasises Service User involvement and inclusion.

To encourage individuals to access various community resources that are available such as libraries, restaurants, sports clubs, cinemas, work opportunities, colleges and places of interest.

To encourage individuals to maintain self help skills such as shopping, cooking meals, household cleaning, laundry, gardening as well as other skills that are of benefit to the individual.

To give individuals the opportunity to attend colleges and supported employment, wherever possible and other day time activities so they may learn new skills in a friendly and supportive environment.

To ensure that all individuals' health needs are assessed and met in full with access to local practitioners and health centres as appropriate.

To provide an environment that is safe, supportive and comfortable but allowing individuals to have autonomy over their own lives.

To encourage individuals to participate in a full range of social/leisure activities and as required, develop appropriate behaviours in such an environment.

To ensure that individuals views are sought through residents meetings, surveys in respect of service provision and to ensure that recommendations and suggestions are actioned.

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission. Our training is carried out by E-Learning and staff are also offered face-to-face training.

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.

The detailed assessment and positive behavioural support plan will be developed with the valuable input of the Service User and their family, friends or advocate as well as the professional team involved e.g. Social Worker, C.P.N. and all relevant mental or physical support that a service user has been receiving i.e. memory clinic or ophthalmic clinic appointments. It is our aim for the Service user to be involved in the decision making process' s about his/her life Glencoe Villa as much as is possible. Retaining a Service User's independence is key to the development of the support plans and the Service User will be given the support necessary to achieve this, including detailed choices, for example, employment and leisure opportunities, in the choice of clothes to wear, the daily activities plan including meaningful and fulfilling activities they wish, choice of what time to go to bed, choice of what to eat and drink both day and night. Once developed the Service Users person centred care plan will be reviewed every three months or more often if necessary and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. The plans are signed by the service user or a significant person associated with the service user, i.e. advocate, family member or Social Worker. Our support plans and risk assessments are all person centred.

Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.

The Service Users Support Plan is reviewed at five levels:

- Daily on a shift-to-shift basis. At staff shift changeover; the Service User's daily care notes are handed by the out-going shift, to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point.
- At the end of the one month settling-in period.
- Thereafter a formal review is held with Care Staff on a monthly basis.
- Annually: a review with their Social Worker, Service User, their family or advocate and any other professional body that is involved.
- The Service User's G.P. review their medical condition and their medication on an annual basis and whenever necessary.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The responsible individual regulates Glencoe Villa with a visit every two months to carry out an audit report of General information, which includes; the conduct and management of the home, care service user's, finance, medication, service user activities, concerns, complaints and protection, staffing, environment. All actions progressed from previous periods and any overall comments and actions arising from the review.</p> <p>The responsible individual has overall responsibility and is ultimately accountable to ensure a quality of service is given. The registered manager is accountable for the day to day running of the home and is responsible for the delegation of duties to ensure that all aspects of our service provision is managed safely, effectively and always with quality in mind.</p> <p>It is the responsibility of the registered manager to report to the responsible individual of all concerns including safeguarding concerns.</p> <p>A quality audit is carried out by asking service user's, their family or advocate and professionals involved in the homes business of their opinions. This is carried out by completing a quality questionnaire outlining their views as to all aspects of our service.</p> <p>If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome in writing within 14 days after the date the complaint is made.</p> <p>If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Inspectorate for Wales, Welsh Assembly Offices, Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ. Telephone number 030 07900126</p> <p>A copy of Glencoe Villa Care Home complaints procedure is on display and can be made available on request</p> <p>Any allegation of abuse will be reported directly to the social worker involved and they will arrange for a full investigation by community professionals involved.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>To ensure that our home is a tailor made provision. Service Users interested in coming to Glencoe villa are encouraged to visit the home and sample the atmosphere and level of service. Everyone is invited to share a meal and stay for a couple of hours, this enables the potential Service User and their family or advocate to meet everyone and feel the atmosphere of Glencoe Villa. Day-care can be arranged on a regular weekly basis while waiting for a vacancy. This gives the Service User time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency. However, on a rare occasion it may be necessary to admit a new service user as an emergency admission. This type of admission is carried out with communication and documentation gathered from all professionals involved; to give us as clear a picture as possible of the service user and any risks involved. We always endeavour to provide an extra member of staff on a 1-1 basis to minimise risks and to ensure a smooth transition as possible as a safeguarding measure for the new service user and our other service user's.</p> <p>All new service User's are allocated a key worker who will support them on admission and stay with them until they become familiar with other Service Users and the environment.</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>6</p>

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

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

Staff Type

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Inspired Homes Network Ltd.
Telephone Number	07495487432
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	This service was not operating during this period

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>All residents are regarded as unique individuals who are valued equally.</p> <p>Objectives</p> <p>To develop a Person Centred Plan that emphasises Service User involvement and inclusion.</p> <p>To encourage individuals to access various community resources that are available such as libraries, restaurants, sports clubs, cinemas, work opportunities, colleges and places of interest.</p> <p>To encourage individuals to maintain self help skills such as shopping, cooking meals, household cleaning, laundry, gardening as well as other skills that are of benefit to the individual.</p> <p>To give individuals the opportunity to attend colleges and supported employment, wherever possible and other day time activities so they may learn new skills in a friendly and supportive environment.</p> <p>To ensure that all individuals' health needs are assessed and met in full with access to local practitioners and health centres as appropriate.</p> <p>To provide an environment that is safe, supportive and comfortable but allowing individuals to have autonomy over their own lives.</p> <p>To encourage individuals to participate in a full range of social/leisure activities and as required, develop appropriate behaviours in such an environment.</p> <p>To ensure that individuals views are sought through residents meetings, surveys in respect of service provision and to ensure that recommendations and suggestions are actioned.</p> <p>All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission. Our training is carried out by E-Learning and staff are also offered face-to-face training.</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>The detailed assessment and positive behavioural support plan will be developed with the valuable input of the Service User and their family, friends or advocate as well as the professional team involved e.g. Social Worker, C.P.N. and all relevant mental or physical support that a service user has been receiving i.e. memory clinic or ophthalmic clinic appointments. It is our aim for the Service user to be involved in the decision making process' s about his/her life our home as much as is possible. Retaining a Service User's independence is key to the development of the support plans and the Service User will be given the support necessary to achieve this, including detailed choices, for example, employment and leisure opportunities, in the choice of clothes to wear, the daily activities plan including meaningful and fulfilling activities they wish, choice of what time to go to bed, choice of what to eat and drink both day and night. Once developed the Service Users person centred care plan will be reviewed every three months or more often if necessary and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. The plans are signed by the service user or a significant person associated with the service user, i.e. advocate, family member or Social Worker. Our support plans and risk assessments are all person centred.</p> <p>Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.</p> <p>The Service Users Support Plan is reviewed at five levels:</p> <ul style="list-style-type: none"> • Daily on a shift-to-shift basis. At staff shift changeover; the Service User's daily care notes are handed by the out-going shift, to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point. • At the end of the one month settling-in period. • Thereafter a formal review is held with Care Staff on a monthly basis. • Annually: a review with their Social Worker, Service User, their family or advocate and any other professional body that is involved. • The Service User's G.P. review their medical condition and their medication on an annual basis and whenever necessary.

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

The responsible individual regulates The home with a visit every two months to carry out an audit report of General information , which includes; the conduct and management of the home, care service user's, finance, medication, service user activities, concerns, complaints and protection, staffing, environment. All actions progressed from previous periods and any overall comments and actions arising from the review.

The responsible individual has overall responsibility and is ultimately accountable to ensure a quality of service is given. The registered manager is accountable for the day to day running of the home and is responsible for the delegation of duties to ensure that all aspects of our service provision is managed safely, effectively and always with quality in mind.

It is the responsibility of the registered manager to report to the responsible individual of all concerns including safeguarding concerns.

A quality audit is carried out by asking service user's, their family or advocate and professionals involved in the homes business of their opinions. This is carried out by completing a quality questionnaire outlining their views as to all aspects of our service.

If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome in writing within 14 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Inspectorate for Wales, Welsh Assembly Offices, Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ. Telephone number 030 07900126

A copy of our domiciliary Care complaints procedure is on display and can be made available on request

Any allegation of abuse will be reported directly to the social worker involved and they will arrange for a full investigation by community professionals involved.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	0
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	The Conifers Care Home
Telephone Number	01492545073
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	1291.78
The maximum weekly fee payable during the last financial year?	2695.44

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All new service users and their family are given a copy of our statement of purpose. This contains Complaints procedures, security of the home, confidentiality, and core values of our care.

Service Environment

How many bedrooms at the service are single rooms?	4
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?	1
Provide details of any outside space to which the residents have access	Front and rear garden arrears. Also a path to the side of the house.
Provide details of any other facilities to which the residents have access	Picnic area, avery area, garage space and activities area

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>All residents are regarded as unique individuals who are valued equally.</p> <p>Objectives</p> <p>To develop a Person Centred Plan that emphasises Service User involvement and inclusion.</p> <p>To encourage individuals to access various community resources that are available such as libraries, restaurants, sports clubs, cinemas, work opportunities, colleges and places of interest.</p> <p>To encourage individuals to maintain self help skills such as shopping, cooking meals, household cleaning, laundry, gardening as well as other skills that are of benefit to the individual.</p> <p>To give individuals the opportunity to attend colleges and supported employment, wherever possible and other day time activities so they may learn new skills in a friendly and supportive environment.</p> <p>To ensure that all individuals' health needs are assessed and met in full with access to local practitioners and health centres as appropriate.</p> <p>To provide an environment that is safe, supportive and comfortable but allowing individuals to have autonomy over their own lives.</p> <p>To encourage individuals to participate in a full range of social/leisure activities and as required, develop appropriate behaviours in such an environment.</p> <p>To ensure that individuals views are sought through residents meetings, surveys in respect of service provision and to ensure that recommendations and suggestions are actioned.</p> <p>All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission. Our training is carried out by E-Learning and staff are also offered face-to-face training.</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>The detailed assessment and positive behavioural support plan will be developed with the valuable input of the Service User and their family, friends or advocate as well as the professional team involved e.g. Social Worker, C.P.N. and all relevant mental or physical support that a service user has been receiving i.e. memory clinic or ophthalmic clinic appointments. It is our aim for the Service user to be involved in the decision making process' s about his/her life our home as much as is possible. Retaining a Service User's independence is key to the development of the support plans and the Service User will be given the support necessary to achieve this, including detailed choices, for example, employment and leisure opportunities, in the choice of clothes to wear, the daily activities plan including meaningful and fulfilling activities they wish, choice of what time to go to bed, choice of what to eat and drink both day and night. Once developed the Service Users person centred care plan will be reviewed every three months or more often if necessary and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. The plans are signed by the service user or a significant person associated with the service user, i.e. advocate, family member or Social Worker. Our support plans and risk assessments are all person centred.</p> <p>Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.</p> <p>The Service Users Support Plan is reviewed at five levels:</p> <ul style="list-style-type: none"> • Daily on a shift-to-shift basis. At staff shift changeover; the Service User's daily care notes are handed by the out-going shift, to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point. • At the end of the one month settling-in period. • Thereafter a formal review is held with Care Staff on a monthly basis. • Annually: a review with their Social Worker, Service User, their family or advocate and any other professional body that is involved. • The Service User's G.P. review their medical condition and their medication on an annual basis and whenever necessary.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The responsible individual regulates The home with a visit every two months to carry out an audit report of General information , which includes; the conduct and management of the home, care service user's, finance, medication, service user activities, concerns, complaints and protection, staffing, environment. All actions progressed from previous periods and any overall comments and actions arising from the review.</p> <p>The responsible individual has overall responsibility and is ultimately accountable to ensure a quality of service is given. The registered manager is accountable for the day to day running of the home and is responsible for the delegation of duties to ensure that all aspects of our service provision is managed safely, effectively and always with quality in mind.</p> <p>It is the responsibility of the registered manager to report to the responsible individual of all concerns including safeguarding concerns.</p> <p>A quality audit is carried out by asking service user's, their family or advocate and professionals involved in the homes business of their opinions. This is carried out by completing a quality questionnaire outlining their views as to all aspects of our service.</p> <p>If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome in writing within 14 days after the date the complaint is made.</p> <p>If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Inspectorate for Wales, Welsh Assembly Offices, Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ. Telephone number 030 07900126</p> <p>A copy of Conifers Care Home complaints procedure is on display and can be made available on request</p> <p>Any allegation of abuse will be reported directly to the social worker involved and they will arrange for a full investigation by community professionals involved.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>To ensure that our home is a tailor made provision. Service Users interested in coming to our home are encouraged to visit the home and sample the atmosphere and level of service. Everyone is invited to share a meal and stay for a couple of hours, this enables the potential Service User and their family or advocate to meet everyone and feel the atmosphere of Conifers. Day-care can be arranged on a regular weekly basis while waiting for a vacancy. This gives the Service User time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency. However, on a rare occasion it may be necessary to admit a new service user as an emergency admission. This type of admission is carried out with communication and documentation gathered from all professionals involved; to give us as clear a picture as possible of the service user and any risks involved. We always endeavour to provide an extra member of staff on a 1-1 basis to minimise risks and to ensure a smooth a transition as possible as a safeguarding measure for the new service user and our other service user's.</p> <p>All new service User's are allocated a key worker who will support them on admission and stay with them until they become familiar with other Service Users and the environment.</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>11</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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	The Gables Care Home
Telephone Number	01492622438
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?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	715
The maximum weekly fee payable during the last financial year?	1635.53

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All new service users and their family are given a copy of our statement of purpose. This contains Complaints procedures, security of the home, confidentiality, and core values of our care.

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	3
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	Front and rear garden areas
Provide details of any other facilities to which the residents have access	Sensory room, activities area, garden area with chairs and tables, and also a vegetable garden.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>All residents are regarded as unique individuals who are valued equally.</p> <p>Objectives</p> <p>To develop a Person Centred Plan that emphasises Service User involvement and inclusion.</p> <p>To encourage individuals to access various community resources that are available such as libraries, restaurants, sports clubs, cinemas, work opportunities, colleges and places of interest.</p> <p>To encourage individuals to maintain self help skills such as shopping, cooking meals, household cleaning, laundry, gardening as well as other skills that are of benefit to the individual.</p> <p>To give individuals the opportunity to attend colleges and supported employment, wherever possible and other day time activities so they may learn new skills in a friendly and supportive environment.</p> <p>To ensure that all individuals' health needs are assessed and met in full with access to local practitioners and health centres as appropriate.</p> <p>To provide an environment that is safe, supportive and comfortable but allowing individuals to have autonomy over their own lives.</p> <p>To encourage individuals to participate in a full range of social/leisure activities and as required, develop appropriate behaviours in such an environment.</p> <p>To ensure that individuals views are sought through residents meetings, surveys in respect of service provision and to ensure that recommendations and suggestions are actioned.</p> <p>All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations and the National Care Standards Commission. Our training is carried out by E-Learning and staff are also offered face-to-face training.</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>The detailed assessment and positive behavioural support plan will be developed with the valuable input of the Service User and their family, friends or advocate as well as the professional team involved e.g. Social Worker, C.P.N. and all relevant mental or physical support that a service user has been receiving i.e. memory clinic or ophthalmic clinic appointments. It is our aim for the Service user to be involved in the decision making process' s about his/her life our home as much as is possible. Retaining a Service User's independence is key to the development of the support plans and the Service User will be given the support necessary to achieve this, including detailed choices, for example, employment and leisure opportunities, in the choice of clothes to wear, the daily activities plan including meaningful and fulfilling activities they wish, choice of what time to go to bed, choice of what to eat and drink both day and night. Once developed the Service Users person centred care plan will be reviewed every three months or more often if necessary and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. The plans are signed by the service user or a significant person associated with the service user, i.e. advocate, family member or Social Worker. Our support plans and risk assessments are all person centred.</p> <p>Family and relatives will be encouraged to participate in the Service User's daily routine as far as is practicable. Service Users and their Relatives are always welcome to chat with a member of the Care Staff if they have any concerns.</p> <p>The Service Users Support Plan is reviewed at five levels:</p> <ul style="list-style-type: none"> • Daily on a shift-to-shift basis. At staff shift changeover; the Service User's daily care notes are handed by the out-going shift, to staff on the in-coming shift and the Service User's responses and activity patterns discussed as needed. Changes to the Service Users Plan may be proposed at this point. • At the end of the one month settling-in period. • Thereafter a formal review is held with Care Staff on a monthly basis. • Annually: a review with their Social Worker, Service User, their family or advocate and any other professional body that is involved. • The Service User's G.P. review their medical condition and their medication on an annual basis and whenever necessary.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The responsible individual regulates The home with a visit every two months to carry out an audit report of General information , which includes; the conduct and management of the home, care service user's, finance, medication, service user activities, concerns, complaints and protection, staffing, environment. All actions progressed from previous periods and any overall comments and actions arising from the review.</p> <p>The responsible individual has overall responsibility and is ultimately accountable to ensure a quality of service is given. The registered manager is accountable for the day to day running of the home and is responsible for the delegation of duties to ensure that all aspects of our service provision is managed safely, effectively and always with quality in mind.</p> <p>It is the responsibility of the registered manager to report to the responsible individual of all concerns including safeguarding concerns.</p> <p>A quality audit is carried out by asking service user's, their family or advocate and professionals involved in the homes business of their opinions. This is carried out by completing a quality questionnaire outlining their views as to all aspects of our service.</p> <p>If as a Service User, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the person in charge. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in the Complaints Register, which is available from the person in charge. A full investigation will be made into the complaint, and you will be advised of the outcome in writing within 14 days after the date the complaint is made.</p> <p>If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Inspectorate for Wales, Welsh Assembly Offices, Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ. Telephone number 030 07900126</p> <p>A copy of The Gables Care Home complaints procedure is on display and can be made available on request</p> <p>Any allegation of abuse will be reported directly to the social worker involved and they will arrange for a full investigation by community professionals involved.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>To ensure that our home is a tailor made provision. Service Users interested in coming to our home are encouraged to visit the home and sample the atmosphere and level of service. Everyone is invited to share a meal and stay for a couple of hours, this enables the potential Service User and their family or advocate to meet everyone and feel the atmosphere of The Gables. Day-care can be arranged on a regular weekly basis while waiting for a vacancy. This gives the Service User time to get to know the staff and adjust to new people and surroundings. A month's trial period is always given before taking permanent residency. However, on a rare occasion it may be necessary to admit a new service user as an emergency admission. This type of admission is carried out with communication and documentation gathered from all professionals involved; to give us as clear a picture as possible of the service user and any risks involved. We always endeavour to provide an extra member of staff on a 1-1 basis to minimise risks and to ensure a smooth a transition as possible as a safeguarding measure for the new service user and our other service user's.</p> <p>All new service User's are allocated a key worker who will support them on admission and stay with them until they become familiar with other Service Users and the environment.</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)	23
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
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?	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	1
Safeguarding	1
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	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	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
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)	2
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	3
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
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	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)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
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?	No
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