

# 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:	Mental Health Care (Community) Limited	
The provider was registered on:	29/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	<b>Fine Cottages</b>	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/04/2019
	Responsible Individual(s)	Shaun Jones
	Manager(s)	Elizabeth Emmons
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	<b>Gasfryn Terrace</b>	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	29/03/2019
	Responsible Individual(s)	Gemma O'Malley
	Manager(s)	William Holmes
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	<b>Garth</b>	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	02/04/2019
	Responsible Individual(s)	Gemma O'Malley
	Manager(s)	William Holmes
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MH C Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We have introduced new HR software during the year in relation to personnel records and recruitment/selection processes. Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making.

#### Service Profile

##### Service Details

Name of Service	Garth
Telephone Number	01824814372
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	971.40
The maximum weekly fee payable during the last financial year?	2164.02

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Personal Planning, Keyworker Meetings, Resident Surveys, Stakeholder Surveys, Resident Meetings, Activity Planning, Review Meetings, Responsible Individual Visits, Complaints, Compliments, Interview Processes, Daily Records, MHC Newsletter, Social Media, Environment Choices.

#### Service Environment

How many bedrooms at the service are single rooms?	2
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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Landscaped garden; patio area, seating with shelter, grass, plants, decked area, shed.
Provide details of any other facilities to which the residents have access	None.

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	Easy Read

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>Each resident has an activity planner. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall well-being. Using SMART, we link the residents own personal goal and targets with their plan to ensure the best chance of them succeeding in their chosen goals.</p> <p>We review information from the house meetings which take place each month.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We look at any previous house meetings tasks that were set and monitor progress on them.</li> <li><input type="checkbox"/> How is the home, and do they need anything for the home?</li> <li><input type="checkbox"/> How they feel the staff are, any positive stories or feedback on anything we can improve on?</li> <li><input type="checkbox"/> Any group activities they wish to go on, or any recommendations?</li> <li><input type="checkbox"/> We look at a company values, and how they feel they have shown this value, or seen somebody show a specific value.</li> <li><input type="checkbox"/> Anything in the environment they wish to change or improve.</li> <li><input type="checkbox"/> Any other business which they want to raise.</li> </ul> <p>All residents are invited into the meeting and asked to contribute to the meeting in any way they wish. There is a scrap book available which shows highlights from each meeting and includes props, or documents that were used in the meeting.</p> <p>People have access to support from an independent Advocacy organisation, 'North Wales Advice and Advocacy Association. Advocates will meet on an individual basis and be involved in regular reviews if people request their support.</p> <p>The Complaints Procedure is made available in a range of accessible formats. Relevant telephone numbers and addresses are available and are easily accessible within the home.</p> <p>People living in the services are invited to help interview candidates applying to work in the home and their opinions of candidates are valued enormously.</p> <p>Residents provide feedback through regular forums, review meetings as well as feedback surveys. Residents access the community on a daily basis and regular visits to friends and family are supported.</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.

Residents are given a choice over their preferred Doctor, Dentist, Optician and for those who choose to access a Chiroprapist.

All residents had an annual health check which consisted of:

- A mental state assessment
- Current medical problems
- Examination findings
- Specific additional areas.
- Weight
- Diet (is a dietician required?)
- Blood pressure
- Hearing
- Eyesight
- Immunisations received.
- Osteoporosis risk assessment

People are supported to maintain a healthy balanced diet. We don't offer menu choices at Garth as each resident is encouraged to decide daily what they want to eat and are encouraged to make their own meals.

Residents continue to self-medicate. This is checked weekly and recorded to ensure no medication is missed.

Each resident has an activity planner. These plans are put together by residents with support from the staff. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall wellbeing. Residents have been taking part in an increased number of daily trips to events which include train conventions, beauty spots and cinema outings. Work experience placements are being sourced; one currently being explored is a train station in Llangollen offering voluntary placements which people have expressed an interest in. On a monthly basis, residents discuss activities during their key worker meetings to identify any new activities they may wish to try.

All residents are encouraged to make their own life choices, the staff promote healthy living and a balanced life-style.

Each person has a Health Action Plan in place to support the ongoing monitoring of physical health and wellbeing.

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

Residents have lockable facilities for their cash and/or valuables. Inventories of personal belongings are also in place.

Policies are in place, and these are reviewed, updated, and reissued to staff to ensure they are aware of all updates regarding Health & Safety, Whistleblowing, Safeguarding, etc. All staff receive training in Safeguarding.

People living in the service have access to Advocacy Services and can call upon these services whenever they choose. Most recently they accessed them to discuss their benefits and if they were receiving everything they were entitled to, which was hugely beneficial to them.

Garth have a Speak Up Guardian, and Responsible Individual whose contact details can be found on display in service for both residents and staff use.

MHC have a robust recruitment process that ensures all new employees are vetted appropriately prior to commencing employment with us. These background checks consist of two written employment references and an application is made to the Disclosure and Barring Service to ensure all employees are considered safe to work in the care sector.

The residents of Garth are also aware of how and who to make a complaint too, should they feel or witness anything they are unhappy with. Posters are located within their homes detailing names and telephone numbers of individuals they can contact, should they for any reason not want to access a member of their team with a concern or complaint. This enables the resident to feel comfortable about raising a complaint or concern, but also easy access in how to speak to someone about their concern.

All residents are familiar with the RI who visits the home on a regular basis and have the contact details of this person and know that she would be available to access at any time, should they require her support.

Staff are aware and encouraged to speak openly and honestly about any concerns they have. In addition, staff supervisions provide another more formal opportunity to discuss concerns.

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

Garth is a two-bedroom mid terraced town house property. As you enter the property through the front door you enter the hallways. This home consists of 2 living room/areas, Kitchen, stairs leading up to the 2 bedrooms, a bathroom with shower and bath and general office. The front door, back door, bathroom, and bedrooms all have locks to ensure privacy is maintained for the individual who lives here, the individual is in possession of keys for all these areas. Since October 2022, the property has undergone a makeover and be redecorated, with new colour schemes in the kitchen and lounge/hallway area, as well as a general clear up in the rear garden which has seen an improvement to the overall look and feel to the service. This was following an environmental plan being put in place, and it was felt that Garth needed an update in the decoration. This was spoken about with the people at Garth and was well received. A plan was put together with the people at Garth around colour schemes and themes, and work started in the living areas as well as kitchen, hallway and stair ways. In some rooms, the people at Garth helped with the painting and decorating which was fantastic. MHC maintenance team were able to support with the more challenging tasks such as painting the stairs, hallways and hanging picture frames and new decorative items.

The general office is located next to the bedroom, all confidential information relating to the people who use this service are locked in this room and only staff have keys for this area.

Garth is located near the centre of town. This provides easy access to the leisure centre, library, post office, college, small retail park and local supermarkets. There are also bus stops very close which allows travel on public transport to be made very easy. Both residents who use this service, access another local town on a weekly basis to visit a specific shop! This is facilitated by them accessing the public transport.

All residents currently using this service engaged in a pre-placement assessment to ensure this service meets their needs. The service focus very much on reablement, this approach supports people to do things for themselves as we believe in a 'doing with' approach as opposed to a 'doing for' model.

Each individual has regular reviews with their social worker.

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)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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.	FFSC Mental Health Awareness Learning Disability Awareness DoLS & MCA First Aid Epilepsy Personality Disorder Self-Harm Professional Boundaries
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>First Aid  Management of Actual or Potential Aggression  Mental Health Awareness  Learning Disability Awareness  DoLS &amp; MCA  Communication  Personality Disorder</p>
<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



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
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.	Depending on the needs of the service, works 14 h our shifts and provides sleep-in cover.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other 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	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	2
Health & Safety	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	2
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid - 6 Management of Actual or Potential Aggression - 8 Mental Health Awareness - 7 Learning Disability Awareness - 7 DoLS & MCA - 8 Autism - 4
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)	6
No. of part-time staff (17-34 hours per week)	2
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.	14 hour shifts or 8-3 / 3-10, 6 weekly rolling rota
Staff Qualifications	
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	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Glasfryn Terrace
Telephone Number	01824813804
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None.

#### 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?	635.45
The maximum weekly fee payable during the last financial year?	3453.30

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?	Personal Planning, Keyworker Meetings, Resident Surveys, Stakeholder Surveys, Resident Meetings, Activity Planning, Review Meetings, Responsible Individual Visits, Complaints, Compliments, Interview Processes, Daily Records, MHC Newsletter, Social Media, Environment Choices.

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?	0
How many bathrooms have assisted bathing facilities?	0
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	Landscaped garden; patio area, seating with shelter, grass, plants, decked area, picnic benches.
Provide details of any other facilities to which the residents have access	None.

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	Easy Read

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.

Each resident has an activity planner. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall well-being. Using SMART, we link the residents own personal goal and targets with their plan to ensure the best chance of them succeeding in their chosen goals.

We review information from the house meetings which take place each month.

- We look at any previous house meetings tasks that were set and monitor progress on them.
- How is the home, and do they need anything for the home?
- How they feel the staff are, any positive stories or feedback on anything we can improve on?
- Any group activities they wish to go on, or any recommendations?
- We look at a company values, and how they feel they have shown this value, or seen somebody show a specific value.
- Anything in the environment they wish to change or improve.
- Any other business which they want to raise.

All residents are invited into the meeting and asked to contribute to the meeting in any way they wish. There is a scrap book available which shows highlights from each meeting and includes props, or documents that were used in the meeting.

People have access to support from an independent Advocacy organisation, 'North Wales Advice and Advocacy Association. Advocates will meet on an individual basis and be involved in regular reviews if people request their support.

The Complaints Procedure is made available in a range of accessible formats. Relevant telephone numbers and addresses are available and are easily accessible within the home.

People living in the services are invited to help interview candidates applying to work in the home and their opinions of candidates are valued enormously. People at Glasfryn Terrace were involved in the interviewing of a new staff member.

Residents provide feedback through regular forums, review meetings as well as feedback surveys. Residents access the community on a daily basis and regular visits to friends and family are supported.

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 given a choice over their preferred Doctor, Dentist, Optician and for those who choose to access a Chiroprapist.

All residents had an annual health check which consisted of:

- A mental state assessment
- Current medical problems
- Examination findings
- Specific additional areas.
- Weight
- Diet (is a dietician required?)
- Blood pressure
- Hearing
- Eyesight
- Immunisations received.
- Osteoporosis risk assessment

People are supported to maintain a healthy balanced diet. We don't offer menu choices at Glasfryn as each resident is encouraged to decide daily what they want to eat and are encouraged to make their own meals. We have recently incorporated Shop and Cook into resident's activity planner. With advice and guidance from staff, this is promoting independence, helping with money recognition, teaching new skills with regards to budgeting and the cost of living and helping to have more knowledge and insight of healthy living, including preparing and cooking more independently.

Residents continue to self-medicate. This is checked weekly and recorded to ensure no medication is missed.

Each resident has an activity planner. These plans are put together by residents with support from the staff. New activities, experiences, and work experience provide opportunities for them to engage in a range of activities that support their overall wellbeing. Residents have been taking part in an increased number of daily trips to events which include train conventions, beauty spots and cinema outings. Work experience placements are being sourced; one currently being explored is a train station in Llangollen offering voluntary placements which the people at Glasfryn have expressed an interest in. On a monthly basis, residents discuss activities during their key worker meetings to identify any new activities they may wish to try.

All residents are encouraged to make their own life choices, the staff at Glasfryn like to promote healthy living and a balanced life-style.

Residents have a Health Action Plan in place to support the ongoing monitoring of physical health and wellbeing.

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

Residents have lockable facilities for their cash and/or valuables. Inventories of personal belongings are also in place.

Policies are in place, and these are reviewed, updated, and reissued to staff to ensure they are aware of all updates regarding Health & Safety, Whistleblowing, Safeguarding, etc. All staff receive training in Safeguarding.

People living in the service have access to Advocacy Services and can call upon these services whenever they choose. Most recently they accessed them to discuss their benefits and if they were receiving everything they were entitled to, which was hugely beneficial to them.

Glasfryn have a Speak Up Guardian, and Responsible Individual who's contact details can be found on display in service for both residents and staff use.

MHC have a robust recruitment process that ensures all new employees are vetted appropriately prior to commencing employment with us. These background checks consist of two written employment references and an application is made to the Disclosure and Barring Service to ensure all employees are considered safe to work in the care sector.

The residents of Glasfryn Terrace are also aware of how and who to make a complaint too, should they feel or witness anything they are unhappy with. Posters are located within their homes detailing names and telephone numbers of individuals they can contact, should they for any reason not want to access a member of their team with a concern or complaint. This enables the resident to feel comfortable about raising a complaint or concern, but also easy access in how to speak to someone about their concern.

All residents are familiar with the RI who visits the home on a regular basis and have the contact details of this person and know that she would be available to access at any time, should they require her support.

Staff are aware and encouraged to speak openly and honestly about any concerns they have. In addition, staff supervisions provide another more formal opportunity to discuss concerns.

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

Glasfryn 2 is a one-bedroom mid terrace property. As you enter the property through the front door you enter the living area. This home consists of a living room, Kitchen, stairs leading up to the double bedroom, a shower room and general office. The front door, back door bathroom and bedroom all have locks to ensure privacy is maintained for the individual who lives here, the individual is in possession of keys for all these areas. Since October 2022, the property has been redecorated, with new colour schemes in the kitchen and lounge/hallway area, as well as a new seating area in the rear garden which has seen an improvement to the overall look and feel to the service. This was following an environmental plan being put in place, and it was felt that Glasfryn needed an update. This was spoken about with the people at Glasfryn and was well received! A plan was put together with the people at Glasfryn around colour schemes and themes, and work started in the kitchen as well as living areas and stairways. In some rooms, the people at Glasfryn helped with the painting and decorating which was rewarding for them. MHC maintenance team were able to support with the more challenging tasks such as painting the stairs and hallways.

Glasfryn 3 is a 3-bedroom property, this property is occupied by 2 people, each having their own bedroom. They share a bathroom, living room and kitchen area. The third bedroom within this property is used as a staff sleep in room.

There is a large garden area which both properties share, it is made up of two storey lawns and a decking area to enable people to sit and chat or entertain friends.

Glasfryn Terrace is located near the centre of town. This provides easy access to the leisure centre, library, post office, college, small retail park and local supermarkets. There are also bus stops very close which allows travel on public transport to be made very easy. Two residents who use this service, access Rhyl on a weekly basis to attend a social club which is known around the country, this is facilitated by them accessing the public transport. They visit friends here, and socialise with the local community completing activities such as arts and crafts, gardening, play pool and darts as well as board games! With another resident who attends another club based in Mold on a Wednesday again facilitated using public transport.

Each individual has regular reviews with their social worker.

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)	9
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	FFSC Mental Health Awareness Learning Disability Awareness DoLS & MCA First Aid Epilepsy Personality Disorder Self-Harm Professional Boundaries
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	



Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Management of Actual or Potential Aggression Mental Health Awareness Learning Disability Awareness DoLS & MCA Communication Personality Disorder
<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>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.	Depending on the needs of the service, works 14 h our shifts and provides sleep-in cover.
<p>Staff Qualifications</p>	
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
<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>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
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	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	2
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid - 6 Management of Actual or Potential Aggression - 8 Mental Health Awareness - 7 Learning Disability Awareness - 7 DoLS & MCA - 8 Autism - 4
<p>Contractual Arrangements</p>	
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)	6
No. of part-time staff (17-34 hours per week)	2
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.	14 hour shifts, 8-3 / 3-10, 6 weekly rolling rota
Staff Qualifications	
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	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Pine Cottages
Telephone Number	01824572023
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?	7
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	2045.25
The maximum weekly fee payable during the last financial year?	4712.83

#### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents, family and stakeholder questionnaires distributed quarterly News letters Statement of purpose and residents guide available Regular contact with family Residents meetings held monthly

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Garden to the front of the property and tarmacked area to the rear of the property
Provide details of any other facilities to which the residents have access	Activity centre and Highfield Park shop

#### Communicating with people who use the service

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

#### 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>Pine implements a person centred approach (P.C.P) where Individuals residing at Pine are at the centre of their care and support. Individuals in our care have meetings which are facilitated monthly and these are supported using a communication format which meets their needs. Within these meeting individuals in our care are able to inform us as to how they are feeling and if they require any changes within their support needs. In addition to this and in line with RISCA regulations all support plans are reviewed every 90 days.</p> <p>Pine has recently introduced an outcome tool called the Life star. This is utilised at Pine to provide the individuals to identify achievable outcomes whilst providing staff with a consistent approach in how best to support them. In addition to this quarterly questionnaires are provided to the individuals in our care which cover the following topics, Staff, Activities, environment and decision making.</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>Health action plans are utilised at Pine in order to ensure all health needs of the individuals being supported are met. Pine also have in place Hospital passports which supports individuals when they are required to attend Hospital. Life star which is an outcome tool is also used as this supports individuals to be truly involved around the identification of achievable outcomes which in turn assists them along their care pathway. Alongside this Pine utilises 'Opportunity Planners which replaced activities schedules, with the fundamental difference being all opportunities offered have meaningful outcomes attached to them which further enables their development</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff at Pine are trained in Safeguarding and are aware of how to report any safeguarding concerns.</p> <p>There is information available in each of the homes to inform the residents how to report any concerns they may have . Supervisions are utilised for staff to also report any concerns they may have. There is also clear information relating to the complaints officer and the speak up guardian. In addition to this Pine also provides a robust internal reporting system (RIVO) of which are shared with our external partners</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to be admitted to Pine a full and thorough assessment is facilitated to ensure Pine can meet the needs of the individual. Individuals at Pine are involved in all aspects of their care and support ranging from the décor of their homes to the activities and outcomes they participate in. The life star outcome tool is utilised at Pine and outcomes are reviewed on a monthly basis and all support plans are reviewed in line with RISCA regulations (90 days). In addition to this activity schedules have been replaced with opportunity planners, with the fundamental difference being that all opportunities offered have meaningful outcomes linked to them</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>16</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dysphagia Schizophrenia

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	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	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	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dysphagia Schizophrenia
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
<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)	0
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.	37.5 hours over a 3 week rolling rota earlies and lat es with an average of 7 per shift
<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>	
<p>Filled and vacant posts</p>	
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	5
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Schizophrenia Dysphagia
<p>Contractual Arrangements</p>	
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	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)	12



No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	37.5 hours over a 3 week rota earlies and lates average number on shift 7
<div style="border: 1px solid green; padding: 2px;"> <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	12
No. of staff working towards the required/recommended qualification	0
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No