

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:	Perthyn
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:

Fairfield House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/03/2019
Responsible Individual(s)	
Manager(s)	Ben Driscoll
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Perthyn (West Wales)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/04/2019
Responsible Individual(s)	Erika Gostelow
Manager(s)	Kelly Turner
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Perthyn (Powys)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/03/2019
Responsible Individual(s)	Erika Gostelow
Manager(s)	Victoria Bland
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service
Perthyn (Western Bay)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/04/2019
Responsible Individual(s)	Erika Gostelow
Manager(s)	Zena Winstone
Partnership Area	West Glamorgan
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	As part of their induction to Perthyn new staff are given a login to access their Learning and Development Record online. For mandatory training, each course has a time limit set, some of which have to be completed within the first 12 weeks of employment. Other courses follow a regular schedule of completion and refreshers. Also specified is 'classroom' or 'E-Learning' against each course. Person specific training including delegated health tasks is provided as required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We follow a safe recruiting process in line with legal and regulatory requirements, adhering to this strictly in terms of DBS checks and obtaining suitable references etc. In Wales our 'Refer a Friend' initiative is very successful. We use online services such as Indeed. We sponsor overseas students from local Universities. We support staff with regular supervision and annual appraisal with a manager who also works hands on alongside the team to observe and support them.

Service Profile

Service Details

Name of Service	Fairfield House
Telephone Number	01792311980
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Key words and phrases in Welsh as required.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2357.59
The maximum weekly fee payable during the last financial year?	2885.44

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?	<p>People are given regular opportunities to give feedback to the staff team and to the manager, using person centred tools as appropriate.</p> <p>People are supported to arrange Person Centred Review meetings involving all those important for and important to them. As well as being a key element of the personal planning process, this is also an opportunity for consultation and feedback around the support service. All individuals are actively encouraged to make choices about all aspects of their life and how their support is provided and by whom.</p>

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?	1
Provide details of any outside space to which the residents have access	The home is set in spacious, established gardens with a large front driveway for multiple vehicles. There is a summerhouse in the garden.

Provide details of any other facilities to which the residents have access

Games room; sensory space; choice of communal living areas and rooms for having visitors, aside from bedrooms.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Amazon Alexa voice activated system. Body language, facial expressions, behaviour that PBS team have identified as carrying meaning.

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.

People are involved in assessing staff suitability during probation.
 People's family are included in planning and are invited to Person Centred Review meetings.
 Improved support and medication plans have been introduced which ensure people are not over-supported and are enabled to do as much as they can independently.
 People are supported to make choices and express how they are feeling, using PCP tools where helpful such as Decision Making Tool.
 Staff listen to the people they are supporting and help them choose what they want to do, using each individual's preferred communication method.
 The use of active support helps people maximise their skills with the right amount of support.
 People are supported to access assistive and inclusive technology to increase independence and enable decision making.
 There are sufficient trained staff in place to meet the individual needs of the people supported.
 A 'back to basics' approach has still been needed to focus on key priorities, such as people accessing the community again, following the pandemic.
 People's physical and mental wellbeing has been at the forefront of our support.
 There is transparency in self-reporting and referral in relation to complaints and safeguarding concerns.
 People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

<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>People are supported to access support professionals to support their health and wellbeing.</p> <p>People are supported to request better and more frequent review of their health needs and plans.</p> <p>Support plans evidence how support in key areas is to be provided and are easy for staff to follow.</p> <p>People are supported to take their medication correctly, on time and in their preferred way.</p> <p>Clear record keeping assists people and professionals and people are supported to get additional support from health professionals when required.</p> <p>Healthy lifestyle choices in relation to diet, exercise, health checks etc are promoted and supported.</p> <p>Staff are trained to meet the individual needs of people. There is a comprehensive training programme that is delivered in a variety of formats by internal trainers, or external qualified professionals. 'Face to face' training has been continued for specific training, with technology embraced for other training as appropriate. Our PBS team deliver specialist training as required such as Trauma Informed Care training for the staff team. This is expanded to render it bespoke for individuals and goes alongside the data collection and analysis of each person's behaviour.</p> <p>People have the correct staffing levels are in place in line with their support needs.</p> <p>People are supported to plan what they want to achieve and support is provided to achieve success.</p> <p>People are supported to maintain and develop friendships extend family links and join meaningful activities in the community.</p> <p>Accidents and near misses are investigated and corrective actions reported.</p> <p>People have a say in the running of the home and strategies are developed to increase opportunities to do this.</p> <p>Perthyn has appointed a part time experienced senior manager and qualified nurse taking a lead on addressing health inequalities, funded by Perthyn's own Legacy Fund.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safe practice is promoted by a range of organisational policies, procedures and strategies that support national/local guidance and legislation including Safeguarding Adults at Risk, Whistleblowing, Making Complaints, Mental Capacity Act and H&S.</p> <p>We record and monitor all safeguarding referrals centrally to explore patterns/reasons that can be prevented. Our aim is to continually review and make changes that are preventative rather than reactive.</p> <p>People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.</p> <p>Many people we support have difficulty in recognising or reporting abuse. Easy to read information has been produced with people we support including the Service User Guide that was produced with people supported by Perthyn which incorporates how to recognise abuse and what to do. Families and friends are encouraged to come forward with any concerns as soon as they arise.</p> <p>We report all safeguarding concerns in a timely manner, and support any investigation required, reporting back as agreed. All LAs have given positive feedback on the transparency of our reporting process.</p> <p>All staff are trained in Safeguarding Adults and Mental Capacity Act and have access to our Whistleblowing policy about their responsibilities to report malpractice.</p> <p>Perthyn learns lessons from complaints, disciplinarys, accidents and H&S investigations as well as actions identified externally by the LA or CIW.</p> <p>We have developed our oversight safeguarding referrals, notifications to CIW, medication errors, complaints and grievances to allow us to better establish links, themes and trends.</p> <p>Recruitment processes are robust and in line with RISCA requirements and staff do not pass their probationary review period unless they demonstrate competence.</p> <p>QA visits by senior managers have been broadened to include visits from all Department Heads.</p>

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

The individuals and /or their involved supporters have said they are happy living at the accommodation. Families also are happy with the home and service provided and we get positive feedback from them on a regular basis.
In terms of location, the home is in a pleasant residential area with good transport links into the town centre where individuals enjoy all activities available and have built relationships with local shopkeepers and neighbours. There are plenty of opportunities in the locality for people to get involved in vocational and leisure activities and we use the Active Support model to ensure participation and engagement.

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) 13

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory Managers Training <ul style="list-style-type: none"> • Deprivation of Liberty Safeguards for Managers • Mental Capacity Act for Managers • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training Perthyn Specific Training <ul style="list-style-type: none"> • Finance Training for Managers • Performance Management and Capabilities • Supervision, Appraisal & Probation
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above courses we also provide the below training: Mandatory Managers Training • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training Perthyn Specific Training Finance Training for Managers
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?	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	20
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	22
Health & Safety	20
Equality, Diversity & Human Rights	15
Infection, prevention & control	14
Manual Handling	18
Safeguarding	17
Medicine management	17
Dementia	19
Positive Behaviour Management	16
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Health related training bespoke to this Care Home:</p> <ul style="list-style-type: none"> • Oliver McGowan Autism training for Support Staff (EL) • Autism Awareness for Managers (EL) • Autism Awareness for Support Staff (EL) • Epilepsy Awareness and Buccal Midazolam (VL) • Fire Warden (EL) • Mental Health Awareness (EL)
Contractual Arrangements	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	7
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.	<p>0700-1500 (X1) 0800-1600 (X2) 1000-1800 (X1) 1300-2100 (X1) 1400-2200 (X2) 1500-2300 (X1) 2200-0700 (X1) Sleep in 2300-0700 (X1)</p>
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	6
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	Perthyn (Powys)
Telephone Number	01792311980
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	15
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.39
The maximum hourly rate payable during the last financial year?	19.50

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?	Accessible comprehensive survey, with 97% return rate. Involvement in service visits Perthyn Newsletter Informal interviews on video for Perthyn's website.
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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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Communication APPs on ipad or android tablet.

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.	<p>People are involved in assessing staff suitability during probation.</p> <p>People's family are included in planning and are invited to Person Centred Review meetings.</p> <p>Improved support and medication plans have been introduced which ensure people are not over-supported and are enabled to do as much as they can independently.</p> <p>People are supported to make choices and express how they are feeling, using PCP tools where helpful such as Decision Making Tool.</p> <p>Staff listen to the people they are supporting and help them choose what they want to do, using each individual's preferred communication method.</p> <p>The use of active support helps people maximise their skills with the right amount of support.</p> <p>People are supported to access assistive and inclusive technology to increase independence and enable decision making.</p> <p>People are successfully supported via PBS approaches. Our approach has led to a steady decrease in the use of physical interventions.</p> <p>Manual Handling Support Plans have all been reviewed by a competent MH Assessor, ensuring people are enabled to maximise their independence while being supported to move safely.</p> <p>There are sufficient trained staff in place to meet the individual needs of the people supported.</p> <p>A 'back to basics' approach has still been needed to focus on key priorities, such as people accessing the community again, following the pandemic.</p> <p>People's physical and mental wellbeing has been at the forefront of our support, again particularly after people had lost confidence and even lost some of their social skills.</p> <p>100% compliance in accident investigation process.</p> <p>Staff qualification and registration levels remain high.</p> <p>Training has been consistently delivered over the last 6 months to maintain high levels of compliance.</p> <p>There is transparency in self-reporting and referral in relation to complaints and safeguarding concerns.</p> <p>People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.</p>
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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.

People are supported to access support professionals to support their health and wellbeing.

People are supported to request better and more frequent review of their health needs and plans.

Requirements under the framework for delegated health tasks has been addressed with each LA/Health Team and actions to address shortfall and risk management agreed.

Support plans evidence how support in key areas is to be provided, supplemented by more detailed assessments and plans – but this needs to be supported by health professional commitment.

People are supported to take their medication correctly, on time and in their preferred way.

Clear record keeping assists people and professionals and people are supported to get additional support from health professionals when required.

People are supported to use aids and adaptations to increase their independence, mobility, safety and dignity. Healthy lifestyle choices in relation to diet, exercise, health checks etc are promoted and supported.

All supporting equipment is serviced, and there is a streamlined Safe Operating Procedure to go alongside and support plans for each piece of equipment.

Staff are trained to meet the individual needs of people. There is a comprehensive training programme that is delivered in a variety of formats by internal trainers, or external qualified professionals. 'Face to face' training has been continued for specific training, with technology embraced for other training as appropriate.

People have the correct staffing levels are in place in line with their support needs.

People are supported to plan what they want to achieve and support is provided to achieve success.

People are supported to maintain and develop friendships extend family links and join meaningful activities in the community.

Accidents and near misses are investigated and corrective actions reported.

People are supported with their tenancies and with fire and equipment assessments and tests.

People have a say in running their homes and strategies are developed to increase opportunities to do this.

People are being supported to understand their new Occupation Contracts.

Perthyn has appointed a part time experienced senior manager and qualified nurse taking a lead on addressing health inequalities, funded by Perthyn's own Legacy Fund.

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

Safe practice is promoted by a range of organisational policies, procedures and strategies that support national/local guidance and legislation including Safeguarding Adults at Risk, Whistleblowing, Making Complaints, Mental Capacity Act and H&S. We record and monitor all safeguarding referrals centrally to explore patterns/reasons that can be prevented. Our aim is to continually review and make changes that are preventative rather than reactive.

People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

Many people we support have difficulty in recognising or reporting abuse. There are examples where people's behaviour and non-verbal communication is monitored with input from Perthyn's PBS team as required. Easy to read information has been produced with people we support including the Service User Guide (A Guide to Your Support) that was produced with people supported by Perthyn which incorporates how to recognise abuse and what to do. Families and friends are encouraged to come forward with any concerns as soon as they arise.

We report all safeguarding concerns in a timely manner, and support any investigation required, reporting back as agreed. All LAs have given positive feedback on the transparency of our reporting process.

All staff are trained in Safeguarding Adults and Mental Capacity Act and have access to our Whistleblowing policy about their responsibilities to report malpractice.

Perthyn learns lessons from complaints, disciplinarys, accidents and H&S investigations as well as actions identified externally by the LA or CIW.

Other actions include review of all delegated health tasks where gaps in training and competency delivered by health professionals was identified, reported, escalated and risk assessed with key Health Leads.

We have developed our oversight safeguarding referrals, notifications to CIW, medication errors, complaints and grievances to allow us to better establish links, themes and trends.

Recruitment processes are robust and in line with RISCA requirements and staff do not pass their probationary review period unless they demonstrate competence.

QA house visits by senior managers have been broadened to include visits from all Department Heads and a small group of volunteers who are people we support.

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)	25
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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	2
No. of posts vacant	1

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

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

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Mandatory Managers Training</p> <ul style="list-style-type: none"> • Deprivation of Liberty Safeguards for Managers • Mental Capacity Act for Managers • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training <p>Perthyn Specific Training</p> <ul style="list-style-type: none"> • Finance Training for Managers • Performance Management and Capabilities • Supervision, Appraisal & Probation

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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>	
<p>Filled and vacant posts</p>	
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	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	3
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory Managers Training <ul style="list-style-type: none"> • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training Perthyn Specific Training <ul style="list-style-type: none"> • Finance Training for Managers
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Other supervisory staff</p>	
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?	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	27
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	26
Health & Safety	23
Equality, Diversity & Human Rights	25
Manual Handling	22
Safeguarding	26
Dementia	20
Positive Behaviour Management	15
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safe Administration of Medication</p> <p>Health related training bespoke to these regions:</p> <ul style="list-style-type: none"> • Oliver McGowan Autism training for Support Staff (EL) • Catheter Care (C) • CPAP Training (C) • Diabetes Awareness and Blood Glucose Monitoring (VL) • Dysphagia Awareness (VL) • Epilepsy Awareness and Buccal Midazolam (VL) • Fit Mask Training/Test for Face Mask FFP3 (C) • Incontinence Management (EL) • Mental Health Awareness (EL) • PEG Management & Jejunostomy Care (C) • PEG Management & Jejunostomy Competency Assessment (CA) • Stoma Care (C) • VNS Therapy Training (VL)
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	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)	13
No. of part-time staff (17-34 hours per week)	11

No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Perthyn (West Wales)
Telephone Number	01792311980
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	42
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	21.02

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	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Accessible comprehensive survey, with 97% return rate. Involvement in service visits Perthyn Newsletter Informal interviews on video for Perthyn's website.

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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Communication APPs on ipad or android tablet.

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.

People are involved in assessing staff suitability during probation.

People's family are included in planning and are invited to Person Centred Review meetings.

Improved support and medication plans have been introduced which ensure people are not over-supported and are enabled to do as much as they can independently.

People are supported to make choices and express how they are feeling, using PCP tools where helpful such as Decision Making Tool.

Staff listen to the people they are supporting and help them choose what they want to do, using each individual's preferred communication method.

The use of active support helps people maximise their skills with the right amount of support.

People are supported to access assistive and inclusive technology to increase independence and enable decision making.

People are successfully supported via PBS approaches. Our approach has led to a steady decrease in the use of physical interventions.

Manual Handling Support Plans have all been reviewed by a competent MH Assessor, ensuring people are enabled to maximise their independence while being supported to move safely.

There are sufficient trained staff in place to meet the individual needs of the people supported.

A 'back to basics' approach has still been needed to focus on key priorities, such as people accessing the community again, following the pandemic.

People's physical and mental wellbeing has been at the forefront of our support, again particularly after people had lost confidence and even lost some of their social skills.

100% compliance in accident investigation process.

Staff qualification and registration levels remain high.

Training has been consistently delivered over the last 6 months to maintain high levels of compliance.

There is transparency in self-reporting and referral in relation to complaints and safeguarding concerns.

People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

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.

People are supported to access support professionals to support their health and wellbeing.
People are supported to request better and more frequent review of their health needs and plans.
Requirements under the framework for delegated health tasks has been addressed with each LA/Health Team and actions to address shortfall and risk management agreed.
Support plans evidence how support in key areas is to be provided, supplemented by more detailed assessments and plans – but this needs to be supported by health professional commitment.
People are supported to take their medication correctly, on time and in their preferred way.
Clear record keeping assists people and professionals and people are supported to get additional support from health professionals when required.
People are supported to use aids and adaptations to increase their independence, mobility, safety and dignity. Healthy lifestyle choices in relation to diet, exercise, health checks etc are promoted and supported.
All supporting equipment is serviced, and there is a streamlined Safe Operating Procedure to go alongside and support plans for each piece of equipment.
Staff are trained to meet the individual needs of people. There is a comprehensive training programme that is delivered in a variety of formats by internal trainers, or external qualified professionals. 'Face to face' training has been continued for specific training, with technology embraced for other training as appropriate.
People have the correct staffing levels are in place in line with their support needs.
People are supported to plan what they want to achieve and support is provided to achieve success.
People are supported to maintain and develop friendships extend family links and join meaningful activities in the community.
Accidents and near misses are investigated and corrective actions reported.
People are supported with their tenancies and with fire and equipment assessments and tests.
People have a say in running their homes and strategies are developed to increase opportunities to do this.
People are being supported to understand their new Occupation Contracts.
Perthyn has appointed a part time experienced senior manager and qualified nurse taking a lead on addressing health inequalities, funded by Perthyn's own Legacy Fund.

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

Safe practice is promoted by a range of organisational policies, procedures and strategies that support national/local guidance and legislation including Safeguarding Adults at Risk, Whistleblowing, Making Complaints, Mental Capacity Act and H&S. We record and monitor all safeguarding referrals centrally to explore patterns/reasons that can be prevented. Our aim is to continually review and make changes that are preventative rather than reactive.

People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

Many people we support have difficulty in recognising or reporting abuse. There are examples where people's behaviour and non-verbal communication is monitored with input from Perthyn's PBS team as required. Easy to read information has been produced with people we support including the Service User Guide (A Guide to Your Support) that was produced with people supported by Perthyn which incorporates how to recognise abuse and what to do. Families and friends are encouraged to come forward with any concerns as soon as they arise.

We report all safeguarding concerns in a timely manner, and support any investigation required, reporting back as agreed. All LAs have given positive feedback on the transparency of our reporting process.

All staff are trained in Safeguarding Adults and Mental Capacity Act and have access to our Whistleblowing policy about their responsibilities to report malpractice.

Perthyn learns lessons from complaints, disciplinarys, accidents and H&S investigations as well as actions identified externally by the LA or CIW.

Other actions include review of all delegated health tasks where gaps in training and competency delivered by health professionals was identified, reported, escalated and risk assessed with key Health Leads.

We have developed our oversight safeguarding referrals, notifications to CIW, medication errors, complaints and grievances to allow us to better establish links, themes and trends.

Recruitment processes are robust and in line with RISCA requirements and staff do not pass their probationary review period unless they demonstrate competence.

QA house visits by senior managers have been broadened to include visits from all Department Heads and a small group of volunteers who are people we support.

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)	106
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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	6
No. of posts vacant	1

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

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

Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	6
Manual Handling	2
Safeguarding	6
Dementia	6
Positive Behaviour Management	3
Food Hygiene	4

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

- Mandatory Managers Training
- Deprivation of Liberty Safeguards for Managers
- Mental Capacity Act for Managers
- Medication for Managers
- Risk Assessment for Managers
- Oliver McGowan Autism Training
- Perthyn Specific Training
- Finance Training for Managers
- Performance Management and Capabilities
- Supervision, Appraisal & Probation

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	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	6
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	1
Safeguarding	6
Dementia	6
Positive Behaviour Management	3
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory Managers Training <ul style="list-style-type: none"> • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training Perthyn Specific Training <ul style="list-style-type: none"> • Finance Training for Managers
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	6
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	6
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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>Mandatory Managers Training</p> <ul style="list-style-type: none"> • Deprivation of Liberty Safeguards for Managers • Mental Capacity Act for Managers • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training <p>Perthyn Specific Training</p> <ul style="list-style-type: none"> • Finance Training for Managers • Performance Management and Capabilities • Supervision, Appraisal & Probation

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other 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	123
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	52
Health & Safety	104
Equality, Diversity & Human Rights	115
Manual Handling	29
Safeguarding	67
Dementia	39
Positive Behaviour Management	61
Food Hygiene	105
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safe Administration of Medication</p> <p>Health related training bespoke to these regions:</p> <ul style="list-style-type: none"> • Oliver McGowan Autism training for Support Staff (EL) • Catheter Care (C) • CPAP Training (C) • Diabetes Awareness and Blood Glucose Monitoring (VL) • Dysphagia Awareness (VL) • Epilepsy Awareness and Buccal Midazolam (VL) • Fit Mask Training/Test for Face Mask FFP3 (C) • Incontinence Management (EL) • Mental Health Awareness (EL) • PEG Management & Jejunostomy Care (C) • PEG Management & Jejunostomy Competency Assessment (CA) • Stoma Care (C) • VNS Therapy Training (VL)
<p>Contractual Arrangements</p>	
No. of permanent staff	123
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	9
<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)	62
No. of part-time staff (17-34 hours per week)	39
No. of part-time staff (16 hours or under per week)	22
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	84
No. of staff working towards the required/recommended qualification	16
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	Perthyn (Western Bay)
Telephone Number	01792311980
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.65
The maximum hourly rate payable during the last financial year?	18.65

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Accessible comprehensive survey, with 97% return rate. Involvement in service visits Perthyn Newsletter Informal interviews on video for Perthyn's website.

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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Communication APPs on ipad or android tablet.

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.

People are involved in assessing staff suitability during probation.

People's family are included in planning and are invited to Person Centred Review meetings.

Improved support and medication plans have been introduced which ensure people are not over-supported and are enabled to do as much as they can independently.

People are supported to make choices and express how they are feeling, using PCP tools where helpful such as Decision Making Tool.

Staff listen to the people they are supporting and help them choose what they want to do, using each individual's preferred communication method.

The use of active support helps people maximise their skills with the right amount of support.

People are supported to access assistive and inclusive technology to increase independence and enable decision making.

People are successfully supported via PBS approaches. Our approach has led to a steady decrease in the use of physical interventions.

Manual Handling Support Plans have all been reviewed by a competent MH Assessor, ensuring people are enabled to maximise their independence while being supported to move safely.

There are sufficient trained staff in place to meet the individual needs of the people supported.

A 'back to basics' approach has still been needed to focus on key priorities, such as people accessing the community again, following the pandemic.

People's physical and mental wellbeing has been at the forefront of our support, again particularly after people had lost confidence and even lost some of their social skills.

100% compliance in accident investigation process.

Staff qualification and registration levels remain high.

Training has been consistently delivered over the last 6 months to maintain high levels of compliance.

There is transparency in self-reporting and referral in relation to complaints and safeguarding concerns.

People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

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.

People are supported to access support professionals to support their health and wellbeing.
People are supported to request better and more frequent review of their health needs and plans.
Requirements under the framework for delegated health tasks has been addressed with each LA/Health Team and actions to address shortfall and risk management agreed.
Support plans evidence how support in key areas is to be provided, supplemented by more detailed assessments and plans – but this needs to be supported by health professional commitment.
People are supported to take their medication correctly, on time and in their preferred way.
Clear record keeping assists people and professionals and people are supported to get additional support from health professionals when required.
People are supported to use aids and adaptations to increase their independence, mobility, safety and dignity. Healthy lifestyle choices in relation to diet, exercise, health checks etc are promoted and supported.
All supporting equipment is serviced, and there is a streamlined Safe Operating Procedure to go alongside and support plans for each piece of equipment.
Staff are trained to meet the individual needs of people. There is a comprehensive training programme that is delivered in a variety of formats by internal trainers, or external qualified professionals. 'Face to face' training has been continued for specific training, with technology embraced for other training as appropriate
People have the correct staffing levels are in place in line with their support needs.
People are supported to plan what they want to achieve and support is provided to achieve success.
People are supported to maintain and develop friendships extend family links and join meaningful activities in the community.
Accidents and near misses are investigated and corrective actions reported.
People are supported with their tenancies and with fire and equipment assessments and tests.
People have a say in running their homes and strategies are developed to increase opportunities to do this.
People are being supported to understand their new Occupation Contracts.
Perthyn has appointed a part time experienced senior manager and qualified nurse taking a lead on addressing health inequalities, funded by Perthyn's own Legacy Fund.

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

Safe practice is promoted by a range of organisational policies, procedures and strategies that support national/local guidance and legislation including Safeguarding Adults at Risk, Whistleblowing, Making Complaints, Mental Capacity Act and H&S. We record and monitor all safeguarding referrals centrally to explore patterns/reasons that can be prevented. Our aim is to continually review and make changes that are preventative rather than reactive.

People supported by Perthyn have been involved in policy development including Making Complaints to try to make this as easy as possible for everyone we support. Our easy to read complaint policy is visual and has audio that is interactive. This can also be printed if people prefer.

Many people we support have difficulty in recognising or reporting abuse. There are examples where people's behaviour and non-verbal communication is monitored with input from Perthyn's PBS team as required. Easy to read information has been produced with people we support including the Service User Guide (A Guide to Your Support) that was produced with people supported by Perthyn which incorporates how to recognise abuse and what to do. Families and friends are encouraged to come forward with any concerns as soon as they arise.

We report all safeguarding concerns in a timely manner, and support any investigation required, reporting back as agreed. All LAs have given positive feedback on the transparency of our reporting process.

All staff are trained in Safeguarding Adults and Mental Capacity Act and have access to our Whistleblowing policy about their responsibilities to report malpractice.

Perthyn learns lessons from complaints, disciplinarys, accidents and H&S investigations as well as actions identified externally by the LA or CIW.

Other actions include review of all delegated health tasks where gaps in training and competency delivered by health professionals was identified, reported, escalated and risk assessed with key Health Leads.

We have developed our oversight safeguarding referrals, notifications to CIW, medication errors, complaints and grievances to allow us to better establish links, themes and trends.

Recruitment processes are robust and in line with RISCA requirements and staff do not pass their probationary review period unless they demonstrate competence.

QA house visits by senior managers have been broadened to include visits from all Department Heads and a small group of volunteers who are people we support.

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)	94
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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	4
No. of posts vacant	0

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

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

Induction	6
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	3
Dementia	2
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Mandatory Managers Training</p> <ul style="list-style-type: none"> • Deprivation of Liberty Safeguards for Managers • Mental Capacity Act for Managers • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training <p>Perthyn Specific Training</p> <ul style="list-style-type: none"> • Finance Training for Managers • Performance Management and Capabilities • Supervision, Appraisal & Probation

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
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	6
Equality, Diversity & Human Rights	6
Manual Handling	3
Safeguarding	6
Dementia	1
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory Managers Training <ul style="list-style-type: none"> • Medication for Managers • Risk Assessment for Managers • Oliver McGowan Autism Training Perthyn Specific Training <ul style="list-style-type: none"> • Finance Training for Managers
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	5
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	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.

- Mandatory Managers Training
 - Deprivation of Liberty Safeguards for Managers
 - Mental Capacity Act for Managers
 - Medication for Managers
 - Risk Assessment for Managers
 - Oliver McGowan Autism Training

- Perthyn Specific Training
 - Finance Training for Managers
 - Performance Management and Capabilities
 - Supervision, Appraisal & Probation

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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?	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	114
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	68
Health & Safety	101
Equality, Diversity & Human Rights	95
Manual Handling	58
Safeguarding	62
Dementia	9
Positive Behaviour Management	72
Food Hygiene	103
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Safe Administration of Medication</p> <p>Health related training bespoke to these regions:</p> <ul style="list-style-type: none"> • Oliver McGowan Autism training for Support Staff (EL) • Catheter Care (C) • CPAP Training (C) • Diabetes Awareness and Blood Glucose Monitoring (VL) • Dysphagia Awareness (VL) • Epilepsy Awareness and Buccal Midazolam (VL) • Fit Mask Training/Test for Face Mask FFP3 (C) • Incontinence Management (EL) • Mental Health Awareness (EL) • PEG Management & Jejunostomy Care (C) • PEG Management & Jejunostomy Competency Assessment (CA) • Stoma Care (C) • VNS Therapy Training (VL)
<p>Contractual Arrangements</p>	
No. of permanent staff	114
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	5
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	58
No. of part-time staff (17-34 hours per week)	41
No. of part-time staff (16 hours or under per week)	15

Staff Qualifications

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

67

No. of staff working towards the required/recommended qualification

46

Other types of staff

Does your service structure include any additional role types other than those already listed?

No