# 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

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This section has been published Annual Retu		to complete. This information displayed will be included in the	
Provider name:		Pobl Care and Support Limited	
The provider was registere	ed on:	16/09/2019	
The following lists the provider conditions:	There are no imposed conditions assoc	iated to this provider	
The regulated services delivered by this provider	Pobl Care & Support West Glamorgan Regional Partnership Area		
were:	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	17/09/2019	
	Responsible Individual(s)	James Wadlow	
	Manager(s)	Linda Craven, Annette Charlesworth, Anne Taylor Erika Davison	
	Partnership Area	West Glamorgan	
	Service Conditions	There are no conditions associated to this service	
	Pobl Care & Support West Wales Regional Partnership Area		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	16/09/2019	
	Responsible Individual(s)	James Wadlow	
	Manager(s)	Erika Davison, Annette Charlesworth, Linda Crave n, Anne Taylor	
	Partnership Area	West Wales	
	Service Conditions	There are no conditions associated to this service	
	Llys Y Seren		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	16/09/2019	
	Responsible Individual(s)	James Wadlow	
	Manager(s)	Karen Rogers	
	Maximum number of places	60	
	Service Conditions	There are no conditions associated to this service	
	Ras Bryn Rhosyn		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Annual Data	40/00/0040	

Approval Date

Manager(s)

Responsible Individual(s)

Maximum number of places

16/09/2019

James Wadlow

Tracey Patten

59

Service Conditions	There are no conditions associated to this service
Dan Y Bryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Responsible Individual(s)	James Wadlow
Manager(s)	Janine Marouf
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

TremY Gyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Responsible Individual(s)	James Wadlow
Manager(s)	Debra Davies
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Ty Anwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Responsible Individual(s)	James Wadlow
Manager(s)	Nadia Evans
Maximum number of places	16
Service Conditions	There are no conditions associated to this service

Pobl Care & Support Gwent Regional partnership area	
Service Type Domiciliary Support Service	
Type of Care	None
Approval Date	16/09/2019
Responsible Individual(s)	James Wadlow
Manager(s)	Karen Cheese, Linda Craven, Louise Cross, Charl otte Coulson
Partnership Area	Gwent
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

Every employee has a learning pathway that sets out the training they need for the role. Courses required will depend on the collea gues role, and the needs of the people they are working with. We review this on an annual basis. When a new member of staff joins they have an account on our Learning Management system, that gives them access to all the training they need. We monitor the completions and report this regularly to the senior team and in area operational meetings.

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

Other languages used in the provision of the service

Every service has a staffing establishment that ensures we are ab le to meet the needs and aspirations of the people we support wit hin commissioning limits. This determines our recruitment activity. We are proactive in recruitment advertising and community prese nce. We pay care and support workers at least the Real Living W age, as well as offering excellent benefits including great training and development. We conduct leaver questionnaires and analyse data to understand how to improve retention.

#### Service Profile

#### Service Details

Name of Service	Dan Y Bryn
Telephone Number	01792869729
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium

None

#### Service Provision

### People Supported

How many people in total did the service provide care and	48
support to during the last financial year?	

#### Fees Charged

The minimum weekly fee payable during the last financial year?	787.77
The maximum weekly fee payable during the last financial year?	863.52

### 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?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused on recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support service visits and audits, feeding back their findings to the RI. Individuals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

#### Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	40
How many bathrooms have assisted bathing facilities?	9
How many communal lounges at the service?	7
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Dan Y Bryn sits on a large site with mature landscaped gardens. There is ample parking available for residents, visitors and staff at the site. Some of the bedrooms and lounges have direct access vi a patio doors onto patio or garden areas. There is a large secure balcony with plants and seating attached to the suite for individual s with dementia. Other suites in the home have access to balconi es or verandas via patio doors. One part of the garden that serve s two suites can be secured if required. There are several benche s positioned across the site so that people can sit and enjoy the g ardens.
Provide details of any other facilities to which the residents have access	There is a separate hairdressing room and a visiting hairdresser attends the service at least fortnightly. This room is also used for other visiting professionals including a chiropodist who attends every 4-6 weeks, the community optician and community dentist. A masseuse visits one individual regularly which benefits their health and wellbeing, and we are currently exploring whether other residents would also be interested in this service.

### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.

Residents and family meetings taking place regularly and are v ery well attended by residents and family members. Good minut es are kept and available on site. Good discussions are had an d residents have the opportunity to discuss anything they wish, and it is clear that they feel confident and able to raise anything they are not happy with or to raise suggestions for improvements. The manager actively asks for feedback and suggestions in cluding if residents want to make requests or changes to the m enus. There is evidence that suggestions made by residents are followed up, and that feedback is provided to families and residents about what has been done and is planned to be done to take their suggestions forward.

During our visits and reviews we saw evidence and had feedback from residents that people are able to choose how to spend their time, with plenty of activities available but people able to spend time alone in their room if they choose not to socialise. One individual told us that while they usually prefer their own company, occasionally they will come out of their room for lunch and socialisation and that they appreciate the encouragement from colleagues to do so. There are plenty of activities on offer both on site and away from the service, and the service has a mini bus to enable people to more easily take trips away from the service.

Menus at the service support people's dietary and cultural pref erences, with a good mixture of meals on the menu. Kitchen sta ff take feedback from residents and actively work with residents to make changes based on feedback and preferences. For exa mple, following feedback that batter was not enjoyed by all residents, unbattered fish options are now available too.

The service works in a person-centred way to promote indepen dence and control. Residents are encouraged to manage their own medication should they have capacity and wish to do so. Fi les reviewed by the Assistant Director showed evidence of this with fully completed medication assessments evidenced.

We continue to work with residents to improve uptake on our surveys and involve individuals in the design of questions and collation of results so that we can co-produce action plans. Our last survey at Dan Y Bryn saw just under half of residents respond. We are also developing Welsh language versions of the quest ions to support people to respond in their language of choice.

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.

During our visits to the service this period we consistently obser ved very good person centred care throughout the service from the whole staff team including the management team. Colleagu es appeared very attentive to residents and very person centre d in their approaches and when providing care. The service has a very relaxed and positive feeling and residents appear hap py. During our Quality Assurance Team, Assistant Director and RI visits, we heard lots of conversation and laughter throughout the day between residents and colleagues. People clearly know one another well and feel at home and comfortable at the service

Dan Y Bryn was visited by contract monitoring officers in Octob er who concluded that "There is a positive staff culture at the h ome and all staff spoken to confirm that Dan Y Bryn is a good p lace to work. Staff were interacting with residents throughout the visit, treating them with dignity and respect. The Manager was observed reassuring residents throughout the visit. Staff didn't appear rushed and had time to sit and talk to residents".

Resident's files are well organised and frequently reviewed. Ke y information is clear and prominent. All relevant information wa s in place, clear and well completed. The personal plans and in dividual support plans are of good-quality, person centred, writt en in the first person and clearly showed the individuals wishes, preferences, and what is important to them. Relevant risk asses sments and monitoring/recording charts for areas such as weig ht, skin integrity and nutrition and hydration are in place when r equired, fully completed and reviewed monthly. Health plans ar e in place for specific conditions, and oral health assessments and care plans are in place from the community dental team wh ere needed. There are falls risk assessments and moving hand ling assessments in place which are reviewed regularly. Person al Emergency Evacuation Plans are in place and reviewed requ larly. Medication Assessments and Plans are in place and revie wed, together with hospital admission passports and Herbert Pr otocols. Records of communication with relatives and professio nals are in place and being used effectively. Daily recording not es are thorough, person-centred and up to date.

Following feedback from colleagues we have streamlined the p aperwork in place in resident's files to avoid duplication and to make it easier for individuals to engage with their support plann ing paperwork.

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

During conversations with the RI, Assistant Director, and Qualit y Assurance Team over this period, people regularly reported t hat they feel safe, are happy with the care and support delivere d, and feel they could raise concerns to the managers if they n eeded to.

During our winter survey we asked residents if they feel safe in their home. 10 people said that they always feel safe in their ho me, with the remaining three people saying 'no'. When asked a follow-up question about why they do not always feel safe, the comments left by all three people were positive so it is possible the question was not fully understood - we will be exploring this further. We also asked people if they know how to make a complaint, to which 85% of respondents said yes. We asked how confident people would feel in making a complaint, and 92% of respondents at Dan Y Bryn said they would feel confident in making a complaint which is higher than the average across our care services.

Formal and informal complaints at the service remain few and a re actioned in line with our policy and procedure, with prompt fe edback to residents and family members and appropriate recor ding and reporting of complaints both internally and externally a s required. The service continues to receive a number of compliments each quarter, praising the care being provided and the kindness and competence of our care colleagues and manage ment.

People can be confident that safeguarding concerns are quickly identified and reported internally and externally as appropriate. The service has an open relationship with the local authority and reports concerns promptly and with a good level of detail. Safeguarding concerns are also recorded internally in line with our procedures, and the manager is responsive and active in following up concerns and any actions arising from these.

Questions around capacity are well understood by the home, a nd conversations take place appropriately. Where needed, indi viduals have DoLS paperwork in place and the service request s reviews of these in plenty of time.

There has been a small increase in medication errors toward th e end of this year which the General Manager is investigating. A process has been introduced to provide clear guidance on th e actions to take to understand root causes and provide a clear pathway of actions in relation to both colleagues and services f ollowing an error. The Manager is reflecting with the service on the causes of the increase to create an action plan.

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

Externally, the outside of the building and the grounds are very well kept with good paths for individuals to walk round and enjo y the garden. First impressions are very good and the car park and gardens at the front of the building look very nice and have benefited from new fencing which was put up last year. Outside the building looks solid and in a good state of repair and there i s good signage visible from the main road. Grounds are safe a nd secure for residents to access with good paths for individual to walk around and enjoy the garden, and with some areas bein g specifically 'adopted' by some residents and plants being gro wn, summer houses in place, etc. Internally, much of the servic e has been refurbished and looks much brighter and more mod ern. The refurbishment has focused on maintaining a homely e nvironment while also making the service more suitable for resi dents and their needs, including ensuring flooring is suitable an d easy to keep clean.

The fire evacuation plan is in place and readily available. A fire risk assessment was completed in June 2022. Comprehensive Personal Emergency Evacuation Plans are all in place at the se rvice and up to date, with copies in individuals' files and also in the grab bag in the office. Regular fire drills are being undertak en and have been recorded in files. The fire alarm was service d in January. Fire alarms are being tested and these are record ed weekly. Fire door and fire extinguisher checks are taking pla ce each month and recorded, together with visual fire equipme nt checks. The fire alarm system and fire doors are checked we ekly. The emergency lighting annual testing certificate was issu ed in July 2022 and the emergency lighting system is being test ed monthly. Annual servicing of fire extinguishers and fire blank ets was completed in April 2022.

Gas safety certificates, electrical safety certificates, PAT testing , LOLER and Legionella checks are all in place as required. Th e Gas Safety certificate is dated October 2022. Internal and ext ernal legionella checks are being recorded, with monthly and q uarterly checks in evidence. A Legionella risk assessment is in place and dated January 2023, and weekly flushing of little use d taps is taking place and recorded. Water sampling and testin g is undertaken as required. PAT testing is completed annually and a five year hard wire electrical certificate is in place. A Busi ness Continuity Plan is in place and all Health and Safety and C ompliance checks complete.

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 45.10 31 March)

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 Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Evacuation Equipment 'What is Phishing' NPT Skin integrity and skin bundle paperwork traini ng Guidance for Care Homes in Wales relating to Covi d-19 and airborne viruses (Environmental Health, N PT).	
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	

Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.		
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	1	
Safeguarding	0	
Medicine management	0	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Evacuation Equipment Pressure Ulcer Prevention Property Safety Legionella Awareness Deprivation of Liberty Safeguards 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	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		

Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year	
Filled and vacant posts		
No. of staff in post	9	
No. of posts vacant	0	
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Induction Health & Safety	9	
Equality, Diversity & Human Rights	5	
Infection, prevention & control	1	
Manual Handling	4	
Safeguarding	1	
Madiaina managamant		
Medicine management	3	
	3 9	
Dementia Positive Behaviour Management		
Dementia	9	
Dementia Positive Behaviour Management	9	
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	9 0 0 Evacuation Equipment	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	9 0 0 Evacuation Equipment	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	9 0 0 Evacuation Equipment Oral Care champion training	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	9 0 0 Evacuation Equipment Oral Care champion training	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff	9 0 0 Evacuation Equipment Oral Care champion training  9 0	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers	9 0 0 Evacuation Equipment Oral Care champion training  9 0 0	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	9 0 0 Evacuation Equipment Oral Care champion training  9 0 0 0 0 0	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	9 0 0 Evacuation Equipment Oral Care champion training  9 0 0 0 0 0	
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe	9 0 0 Evacuation Equipment Oral Care champion training  9 0 0 0 0 0 d term contact staff by hours worked per week.	

Set out the typical shift patterns of staff employed Team Leaders work shifts on a rolling rota and pro at the service in this role type. You should also vide cover to the service at all times. The shift patte include the average number of staff working in rn is as follows each shift. Days: 8am - 9pm x 2 Nights: Waking nights are one full shift of 9pm - 8am x 1. Staff Qualifications No. of staff who have the required qualification to 9 be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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 35 No. of staff in post 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'. 9 Induction Health & Safety 22 21 Equality, Diversity & Human Rights 15 Infection, prevention & control Manual Handling 17 14 Safeguarding Medicine management 13 20 Dementia Positive Behaviour Management 0 q Food Hygiene Please outline any additional training undertaken Mindfulness pertinent to this role which is not outlined above. Pressure Ulcer Prevention 'What is Phishing' Wellbeing Contractual Arrangements No. of permanent staff 35 No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 9 staff Outline below the number of permanent and fixed term contact staff by hours worked per week.

at the service in this role type. You should also include the average number of staff working in each shift.  8am-2.30pm x 8 care workers 2.30pm - 9pm x 7 care workers Night Shifts: Waking nights of 9pm - 8am x 4 care works.  Staff Qualifications  18  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherw stated, the information added should be the position as of the 31st March of the last financi	ers.	
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.  Day shifts:  8am-2.30pm x 8 care workers 2.30pm - 9pm x 7 care workers Night Shifts: Waking nights of 9pm - 8am x 4 care work  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherw stated, the information added should be the position as of the 31st March of the last financi	ers.	
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.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherw stated, the information added should be the position as of the 31st March of the last financi.	ers.	
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Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherw stated, the information added should be the position as of the 31st March of the last financial Filled and vacant posts		
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No. of staff in post		
No. of staff in post 6		
No. of posts vacant 0		
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction 0		
Health & Safety 3		
Equality, Diversity & Human Rights 3		
Infection, prevention & control 1		
Manual Handling 3		
Safeguarding 2		
Medicine management 0		
Dementia 0		
Positive Behaviour Management 0		
Food Hygiene 3		
Please outline any additional training undertaken		
pertinent to this role which is not outlined above.		
pertinent to this role which is not outlined above.		
Contractual Arrangements		
Contractual Arrangements  No. of permanent staff  6		
Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff  0		

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
not outlined above'.	raining undertaken pertinent for this role which is
illauction	3
Health & Safety	3
•	3
Equality, Diversity & Human Rights	3
Equality, Diversity & Human Rights Infection, prevention & control	3 2
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	3 2 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	3 2 3 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	3 2 3 3 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	3 2 3 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	3 2 3 3 0 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 2 3 3 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	3 2 3 3 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	3 2 3 3 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements No. of permanent staff	3 2 3 3 0 0 0 0 Food Safety Level 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	3 2 3 3 0 0 0 0 Food Safety Level 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	3 2 3 3 0 0 0 0 Food Safety Level 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	3 2 3 3 0 0 0 0 Food Safety Level 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	3 2 3 3 0 0 0 0 0 Food Safety Level 3
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	3 2 3 3 0 0 0 0 0 Food Safety Level 3

No. of part-time staff (16 hours or under per week)	2	
Staff Qualifications		
No. of staff who have the required qualification	2	
No. of staff working toward required/recommended qualification	0	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Facilities Assistant - responsible for day to day repairs and maintenance, certain health and safety checks and monitoring and reporting more significant repairs/liaising with contractors.  Scheme Administrator - supports the day to day and	
	ministration of the scheme.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	1	
	·	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Spill Kit Evacuation Equipment	
	Deprivation of Liberty Safeguards	
Contractual Arrangements	Deprivation of Liberty Safeguards	
Contractual Arrangements  No. of permanent staff	Deprivation of Liberty Safeguards	
No. of permanent staff	2	
No. of permanent staff No. of Fixed term contracted staff	2 0	
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	2 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	2 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	2 0 0 0	
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed	2 0 0 0 0 0 term contact staff by hours worked per week.	

Staff Qualifications	
0	
0	

# Service Profile

# Service Details

Name of Service	Llys Y Seren
Telephone Number	01639825080
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	A small amount of French to support one individual.

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	74
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# Fees Charged

The minimum weekly fee payable during the last financial year?	805.26
The maximum weekly fee payable during the last financial year?	898.74

# Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support service visits and audits, feeding back their findings to the RI. Individuals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

# Service Environment

How many bedrooms at the service are single rooms?	60
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	60
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	7
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	Llys Y Seren is a two-storey building set in landscaped gardens with an emphasis on providing a beautiful and safe environment. The home has on the ground floor one very spacious outside area fully planted as mature gardens. In addition there are three secure enclosed gardens attached to the ground floor 'suites'. There are 5 balconies upstairs, which have planting and seating areas and are accessed from the communal spaces on the suites. There are high raised garden beds enabling individuals to take part in garde ning, and a children's play area. There is ample parking at the ser vice for residents, visitors and those working at the service.
Provide details of any other facilities to which the residents have access	There is a dedicated hairdressing salon at the service with a haird resser visiting weekly. A visiting chiropodist comes every six week s. There is also a community dentist and community optician who visit the service. The service has access to the CHIRT (Care Hom e In Reach Team) and Acute Clinical Team, enabling a rapid response should clinical input be needed or a resident is unwell.

### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Residents' meetings take place regularly on each suite and eve ry resident has the opportunity to participate and provide feedb ack. Records show that residents are given the opportunity to d iscuss issues that matter to them including meals and activities. Residents have the opportunity to give feedback on the food b eing offered and request specific food items. There is a good v ariety of food offered throughout the day, with sandwiches avail able through the night should residents get hungry. The feedback from residents regarding the food is positive and food option s are discussed and noted in resident meetings, with the residents having the opportunity to request different types of food which is then fed back to kitchen.

There is a variety of activities being offered in the service and t he Assistant Director asked the residents about the activities of fered to which one resident said "there are good activities – the re is lots on offer. We recently had a male voice choir, and it was lovely". There is an Activities Co-ordinator in post and good le vels of activities are offered both on the individual suites and the larger communal room.

There was a planned NPTCBC Annual Monitoring Visit that took place at Llys Y Seren in the beginning of November, during the visit the Contract Monitoring Officer noted:

'Care staff were observed providing residents' with choice on w hen they wanted to get out of bed, where they wanted to sit and what they wanted to eat and drink. They were providing alternat ive food choices at mealtimes. One resident asked for egg and chips which staff could prepare on the unit. Most residents chos e to eat their meals in the dining areas, but some said they enjo y eating in their room. Staff were assisting residents who requir ed support to eat, sitting at their level and treating them with dig nity and respect.'

We conducted a survey for residents in the summer and had a very good uptake at Llys Y Seren, with eighteen residents givin g us their feedback. As part of this survey, we asked people if t hey felt they had choice in their lives, and whether they could w ork towards their dreams and goals. 100% of people in Llys Y S eren said that they have choice over the things they do.

One resident at Llys Y Seren told us "The staff value my opinions. I definitely have a voice and am fully involved in leading the care I receive."

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.

All required documentation is in place and completed to a high standard. Medication paperwork is in place and completed. Hea Ith plans and recording documentation are in place and comple ted, with evidence that key documentation was being reviewed r egularly. There is clear daily recording kept, which contains a g ood level of detail and entries are signed and dated. Individual files have all necessary health documentation and support plan s in place and copies of letters, assessments, plans, and any re cords of communication from external health professionals which in turn form part of the support plans for the individual. Falls are managed well at the service and in line with the IFELLDOW N protocol.

Pobl's Inclusion and Assistive Technology Officer has worked al ongside the service to explore how assistive technology can fur ther enhance the lives of people living at Llys Y Seren. The ser vice has also worked closely with Cardiff Metropolitan University and HUG by LAUGH to support the development and trial of the HUG device, and after the pilot had ended Llys Y Seren was do nated four HUGs for the residents to use. HUGs are soft device s with weighted hands and feet that can simulate the sensory e xperience of being hugged and have a heartbeat device within that can be turned on and off. They have proven extremely effective at helping individuals cope with stress, anxiety, and agitation, and we are continuing to research and source other devices that can have similar positive benefits to residents.

During our survey in the winter, we asked residents how they w ere feeling at the time. At Llys Y Seren, 71% of residents said t hey are happy, with a further 24% saying they are excited and 5% selecting 'so-so'. No respondent said they are feeling sad o r worried. As families and residents continue to build confidenc e following the pandemic, we have actively encouraged visiting. We have received several compliments from family members, r esidents and external stakeholders over the course of the year, about the wellbeing of residents, the care provided and the environment.

Following feedback from colleagues we have streamlined the p aperwork in place in residents' files to avoid duplication and to make it easier for individuals to engage with their support planning paperwork.

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

The Environmental Health Team at Neath Port Talbot carried o ut a visit in late September. The service was found to be compli ant in every area assessed, with a green RAG status across all categories. The visit was carried out while the service was in incident status due to a number of Covid cases, and it was found t hat all infection control processes, and best practice were in place and being followed. The Health Protection Officer concluded that "The manager was engaging and showed good confidence during discussions. The Home has all IPC [Infection Prevention and Control] controls in place."

The service is caring and person centred, with individuals expre ssing how good the staff team are and how they will always help with anything when asked. Colleagues are responsive to the re sidents' requests and all care being delivered that was observe d was being done in a positive, caring way. The positive interactions observed are also supported by compliments received by family members, one family member wrote: "It was a relief as a family to find such a beautiful place where the staff were so war m and caring — we've never known so many kind and caring pe ople all in one place. It is so comforting to see then even after a devasting diagnosis of dementia people can still live with dignity and be encouraged to enjoy their lives in such a wonderful place".

The service is alert to safeguarding concerns and ensures that these are reported promptly, both internally and externally. Reg ulatory notifications to CIW have also been submitted as requir ed. When incidents take place, the service is swift to undertake reflection and learn lessons to prevent recurrence.

When we asked residents about the care team, all residents sp oken to had positive things to say, with one resident saying "sta ff will go to any extent to please. Sometimes I can be a bit slow when moving about but the staff never rush me and always tell me to go at my own pace and will spend time talking to me". Dur ing our residents' survey in the winter, we asked residents if the y feel safe from harm or abuse in their home. 100% of respond ents at Llys Y Seren said that they always feel safe.

Some improvements around daily recordings have been noted as required. The Quality Assurance Team have supported with record keeping workshops, and the management continue to m onitor this and provide coaching as required.

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

The standard of the service is excellent, and the outside space s and gardens are kept exceptionally neat and tidy with lots of i nteresting planting making the gardens very pleasant and attra ctive places for the residents. There is good parking available a nd clear signage to get into the service and find the reception. I nside the home the décor is to a good standard having been re cently redecorated and the home has a lovely feel.

Overall, the home is clean and tidy and whilst it has a very mod ern and up to date look, the home is not cold or 'clinical' but is a warm, welcoming, and homely environment. The home is dec orated for special occasions such as Hallowe'en, Christmas, St David's Day etc.

The fire evacuation plan and Fire Risk Assessment are in place and available in the fire file. Comprehensive Personal Emergen cy Evacuation Plans are all in place at the service and up to dat e. Regular fire drills are undertaken and have been recorded in files. Fire alarms are being tested and these are recorded week ly. Fire door and fire extinguisher checks are taking place each month and recorded. Fire alarm system and fire doors are checked weekly. The fire alarm and emergency lighting were serviced on 9th August. Annual servicing of fire extinguishers was completed in June 2022. Sprinkler systems have also been annually serviced.

Gas safety certificates, electrical safety certificates, PAT testing , LOLER and Legionella checks are all in place as required. Int ernal and external checks are being recorded, with monthly and quarterly checks in evidence. PAT Testing has been completed in March 2022. A Legionella risk assessment is in place and in date, and weekly flushing of little used taps is taking place and recorded. Monthly and quarterly testing, sampling and disinfecting is up to date and completed by Aquatreat. LOLER checks were completed in October 2022, with certificates available on sit e.

A business continuity plan is in place. The Health and Safety Ri sk Assessments are available and all Health and Safety monitor ing and auditing is completed and recorded.

Some repairs at the service have taken longer than we would like and we have worked with our partners to improve the responsiveness of repairs that rely on external contractors. We had also had some positive legionella tests in the most recent quarter, and have put all appropriate measures in place to ensure the safety of residents while the matter is rectified.

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)

77.90

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'.		
Indu	ction	0	
Heal	Ith & Safety	1	
Equa	ality, Diversity & Human Rights	1	
Infed	ction, prevention & control	0	
Man	ual Handling	1	
Safe	eguarding	1	
Med	icine management	1	
Dem	nentia	1	
Posi	itive Behaviour Management	0	
Foo	d Hygiene	1	
	ise outline any additional training undertaken inent to this role which is not outlined above.	People Focused Leadership Pressure Ulcer Prevention Advance Care Planning and End of Life training wit h Marie Curie	
	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. o	of Non-guaranteed hours contract (zero hours)	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		
be r	of staff who have the required qualification to egistered with Social Care Wales as a Service ager	1	
qual	of staff working toward required/recommended ification to be registered with Social Care es as a Service Manager	0	
Depu	Deputy service manager		
Doe:	s your service structure include roles of this ?	Yes	

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
No. of posts vacant	U	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Leadership Programme Advance Care Planning and End of Life Training wi th Marie Curie	
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 fixe	d 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	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
not outlined above'.	
Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	4
Manual Handling	6
Safeguarding	3
Medicine management	1
Dementia	6
Positive Behaviour Management	0
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pressure ulcer Prevention Pushing and Pulling a Wheelchair Supervisions Advance Care Planning and End of Life Training of the Marie Curie Recording and Reporting Workshops Professional Boundaries Person Centred Risk Management Plan Workshop
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shifts: There are two team leaders on each day shift. Shift patterns are either 8am-9pm, or 8am-2.30pm and 2.30pm to 9pm depending on the contracted hours of the colleague.  Night Shifts Night shifts are waking nights between 9pm and 8a m. There is one team leader on shift each night.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11	
No. of staff working towards the required/recommended qualification	5	
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	60	
	<del>†</del>	
No. of posts vacant  Training undertaken during the last financial vea	gar for this role type.	
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma	ar for this role type.	
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that may can be added to 'Please outline any additional to	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety	ar for this role type.  ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49  0  24  Alcohol-Related Brain Damage Data Protection Mental Capacity Act Recording and Reporting workshop	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49  0  24  Alcohol-Related Brain Damage Data Protection Mental Capacity Act Recording and Reporting workshop Professional Boundaries training	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements No. of permanent staff	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49  0  24  Alcohol-Related Brain Damage Data Protection Mental Capacity Act Recording and Reporting workshop Professional Boundaries training	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  21  13  27  21  34  32  22  49  0  24  Alcohol-Related Brain Damage Data Protection Mental Capacity Act Recording and Reporting workshop Professional Boundaries training	

No. of Non-guaranteed hours contract (zero hours) staff	23
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	56
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	Day shifts: Day shifts are either 8am - 9pm, or 8am - 2.30pm and 2.30pm - 9pm de pending on the care worker's contracted weekly ho urs. There are 15 care workers on each day rota.  Night shifts: All shifts are waking nights and are worked betwee n 9pm and 8am. There are 6 care workers on each waking night.
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	15
	Yes
Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevations for the training that ma	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  6  1  r for this role type.  ant training. The list of training categories
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the post.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional training dispersion of the same provided is only a sample of the training that mat can be added to 'Please outline any additional training dispersions.	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.  6  1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the post.  Filled and vacant posts  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year provided is only a sample of the training that ma can be added to 'Please outline any additional trant outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  6  1  If the formula of the last financial year of the last financial year.  If the last financial year of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  6  1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the post.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year provided is only a sample of the training that man can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  6  1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1  3
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional train to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  6 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 3 3 1 1
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional transtruction to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  6 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 3 3 1 1 1 2 0
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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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Filled and vacant posts	
No. of staff in post	6
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Training undertaken during the last financial year Set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 4 4 2 2 2 0 0 0 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	d 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)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Facilities Assistant - responsible for day to day rep airs and maintenance as well as some health and safety checks and monitoring.
	Scheme Administrator - supports the day to day ac ministration of the scheme.
	Engagement and Enablement Co-ordinator - supports with individual and group activities and engage ment at the scheme.
	Volunteers - social interaction, sit and chat, play games, do activities, come on walks etc.
Filled and vacant posts	
No. of staff in nost	4
No. of staff in post No. of posts vacant	0
	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant  Training undertaken during the last financial yea  Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer in the outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 1 2
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation of outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 1 2 1 2
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No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 1 2 1 2 0 0 0 Spill Kit Hand Arm Vibrations

	•
No. of Fixed term contracted staff	0
No. of volunteers	4
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
140. Of fall-time staff (50 floats of flore per week)	l I
No. of part-time staff (17-34 hours per week)	2
, , ,	
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)	2

# Service Profile

### Service Details

Name of Service	Plas Bryn Rhosyn
Telephone Number	01639640550
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	A small amount of Arabic is being used to support one individua I. This includes phrases that have been printed for colleagues t o use and the use of translation apps when needed to assist un derstanding.

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	193

# Fees Charged

The minimum weekly fee payable during the last financial year?	805.26
The maximum weekly fee payable during the last financial year?	898.74

# Complaints

3
0
2

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?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support se rvice visits and audits, feeding back their findings to the Rl. Individ uals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

#### Service Environment

How many bedrooms at the service are single rooms?	59
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	59
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	6
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	The home is set in its own large grounds with on site parking avail able for residents, visitors and the staff team. There are 6 balconi es attached to the upstairs suites (two per suite), and there are th ree secure outside garden spaces attached to the building.
Provide details of any other facilities to which the residents have access	Each suite has a small 'snug' in addition to the main lounge and di ning spaces. There is also a hairdressing salon on site which is u sed regularly by a visiting hairdresser, as well as a chiropodist an d community dentist and optician.

#### 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	No	

# Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.

Resident meetings take place regularly and on every individual suite with the service keeping detailed minutes of the meetings. The records show individuals are given the opportunity to raise and discuss any issues or concerns they have but in many of the resident meeting minutes viewed, individuals stated they had no concerns at all and there are lots of positive comments and compliments recorded, with one individual saying "The staff are marvellous. Always kind and caring". The minutes viewed show ed the individuals also gave feedback that they are very happy with the environment and cleanliness of the service including their individual bedrooms. The meeting minutes viewed also evid ence that individuals are generally happy with the food offered. Residents told us that the kitchen try to accommodate their preferences and requests.

The service have an Activities Co-ordinator who ensures there are lot of activities on offer at the home, in small groups or for e veryone. There are a variety of activities being offered in the se rvice, and a high number of individuals enjoy taking part in the activities that take place. Following feedback from a resident su rvey, some of the things people said we could do to help includ ed doing more activities, continuing to encourage and chat with people, having more older picture books in the service, and off ering more options to engage in. The Registered Manager and Activities Coordinator at the service have since had meetings wi th all the individuals living at the service to discuss what activitie s they like and do not like and what they would like to see offer ed moving forward. A 1-page person centred activities support plan has been developed for each individual setting out their lik es and dislikes in relation to activities and how best to support t hem, and a full timetable of activities has now been developed based on the individual's responses. One resident recently too k part in the recruitment of the new Activities Co-ordinator, helpi ng throughout the selection process and sitting on the panel. T hey were really happy that their preferred candidate was select ed and will be starting in post shortly. There are a number of vo lunteers at the service who support with social interactions and activities.

Uptake of surveys at Plas Bryn Rhosyn has been good this yea r and provided valuable feedback which led to changes and im provements at the service, such as the introduction of activities profiles.

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 told us that they are very happy with the environment and cleanliness of the service including their individual bedrooms. As well as arranging activities for social stimulation, the service ensures they are arranging activities to support people's physical and mental wellbeing. People are supported to remain a ctive through wheelchair/seated exercise classes, and skittles leagues have taken place between the suites in a friendly competition. The service arranged for a pet therapy dog to visit who spent time around the service and on all of the suites which brought huge benefit.

The service continues to manage reviews of key documentation well and in line with regulations and internal policy. The service saw a small drop in reviews during Christmas week, but within a working week had returned to their normal 100% compliance le vel which they have consistently maintained. Plas Bryn Rhosyn carries out an auditing system called 'Resident of the Day', whe re a team leader audits an individual's file from beginning to en d and makes any amendments or changes needed with the indi vidual's input where possible, this allows the service to review in dividuals' files on a monthly basis which contributes to their con sistently high compliance rate relating to personal plans. One in dividual's social worker, after a visit to the service and to catch up with the individual spoke with the General Manager and com plimented the service on the quality of the files and documentat ion in the individuals file while also saying about the individual's current presentation "she has never seen them looking so well"

Required documentation in place is completed to a high standard and was up to date. Medication, health plans and recording documentation are in place and completed, with evidence of regular review. The daily recordings are in place and up to date with a good level of detail, while also being signed and dated appropriately by the colleagues completing. Individual files have the necessary documentation in place, including external health professional visits, external health professional communications and assessments which are used to form part of the support plans for the individuals. Each individual also has a Herbert proto col missing person document in place.

Following feedback from colleagues we have streamlined the p aperwork in place in residents' files to avoid duplication and to make it easier for individuals to engage with support planning.

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

The service is alert to safeguarding concerns and ensures that these are reported promptly, both internally and externally. The service co-operates fully with any internal and external partners , and the manager is proactive in following up concerns and em bedding lessons learnt within the service. When incidents take place, the service is swift to undertake reflection and learn less ons to prevent recurrence. For example, following the findings of one internal investigation the manager arranged report writin g workshops and professional boundaries workshops for all the teams at the service. Falls in the service are being managed in line with IFELLDOWN, with people's falls risk assessments bein g reviewed as required.

The Environmental Health Team at Neath Port Talbot carried o ut a visit in late October. The service was found to be compliant in every area assessed, with a green RAG status across all cat egories and advised the service will retain their 5-star food hygi ene rating. There was an overall positive mention of the cleanliness of the kitchen and upkeep of the paperwork.

During our residents' survey in the summer, we asked individua Is if they feel safe from harm or abuse in their home. 100% of th e 15 respondents said that they do. We also asked people wha t is going well at the moment, and some of the feedback we had was "I enjoy living here", "staff make me feel happy, they do the ir best", "keep doing what you are", "staff are great", "staff help me with my music everyday". During our winter survey, we also asked individuals Do you know how to make a complaint and do you feel confident to make a complaint?, with the result that 93 % of respondents at the service (25 people) said that they woul d feel confident in making a complaint, with one person stating t hat they are unsure and one person stating that they do not kn ow how confident they would feel. One respondent said that the y "Had concerns but these have been dealt with and feel more myself" which is reassuring. The number of formal complaints at the service remains low, with informal concerns managed effecti vely at service level. The service continues to receive complime nts. One family member said that "The Care X received at Plas Bryn Rhosyn has been second to none. Truly a five-star experi ence. X loved it there, she was so very grateful to every membe r of staff who were so thoughtfully kind.'

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

First impressions of the service are very good. The service is w ell sign posted and there is an acceptable amount of parking av ailable, with additional street parking close by if needed. Inside, Plas Bryn Rhosyn is a very modern, clean and yet homely service and is clean and tidy and in a good state of repair. The service is very popular with residents and is normally at or close to 1 00% occupancy. Outside of the property, the large gardens are kept very tidy and are inviting areas for residents to use, with a ccess to outside space directly from every suite and safe enclosed spaces where required.

Residents are encouraged to personalise their rooms and to bri ng personal effects and furniture with them if they wish to on m oving to the service, to help it feel like home from day one. The re is a signing in tablet at the entrance to the home where visito rs can sign in and out - this also gives the option when signing out for visitors to leave feedback from their visit.

During the first quarter we had a visit from the Neath Port Talbo t environmental health team. There were some minor recomme ndations relating to where items are being stored, Covid-19 bes t practice and an additional PPE station being put in place. In a ddition, the Environmental Health Officer noted that "During my visit it was clear that all staff are continuing to strive to maintain a safe and pleasant environment for residents. There was evid ence of a lot of good practices."

A business continuity plan is in place at the service and kept un der review. The Health and Safety file is in place and all checks are carried out and recorded as needed.

The Fire Risk Assessment (August 22) and fire evacuation plan are in place and readily available. Comprehensive PEEPs are in place and up to date. Regular fire drills are being undertaken and recorded in files, with fire alarms tested regularly and the fire door and fire extinguisher checks taking place each month. The fire alarm and emergency lighting were serviced in November 2022 and certificates issued. Annual servicing of fire extinguishers was completed in September 2022. Sprinkler systems have also been annually serviced. Gas and electrical safety certificates are in place and in date. PAT testing, LOLER and Legion ella checks are all in place as required. Little used taps are flus hed weekly, and monthly and water testing completed. Annual water sampling was completed in September 22 and the water tank inspection in October 22.

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)

74.20

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

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Property Safety and Compliance Manual Handling Train the Trainer Report Writing workshops Person Centred Risk Management Plans	
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	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	2	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	2	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Evacuation Equipment Person Centred Risk Management Plans Report Writing Workshops Professional Boundaries Emar Training	
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	2	
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	No	
type?		

Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	12	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	11	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	5	
Manual Handling	2	
Safeguarding	1	
Medicine management	10	
Dementia	10	
Positive Behaviour Management	0	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection What is Phishing Evacuation Equipment Drug Harm and Sharps Diabetes Awareness Person Centred Risk Management Plans Report Writing Workshop Professional Boundaries EMAR training Leadership Programme	
Contractual Arrangements		
No. of permanent staff	12	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d 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)	6	
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.	Day shifts are worked as 8am-2.30pm and 2.30pm-9pm shifts with three team leaders on each day shift.	
	Waking night shifts are worked 9pm-8am with 1 tea m leader on each night shift.	
Staff Qualifications		
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	
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  No. of posts vacant	1	
NO. OI PUSIS VACAIII		
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	11	
Health & Safety	5	
Equality, Diversity & Human Rights	16	
Infection, prevention & control	16	
Manual Handling	24	
Safeguarding	13	
Medicine management	40	
Dementia	40	
Positive Behaviour Management	0	
Food Hygiene	11	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Age Allyship Avoiding Burnout Beating Burnout: Spot the symptoms and take actio n Bullying and Harassment Challenging diversity assumptions Communication fundamentals Cyber security Developing a Growth mindset Diabetes Awareness Domestic Abuse Awareness Drug Harm and Sharps Epilepsy Awareness Essential Digital Skills - Digital Communication, onli ne searching and Social Media Awareness Evacuation Equipment Feeling Resilient Fluids and Nutrition Food Safety Level 2 I FELL DOWN (Falls management protocol) Mental capacity Act Mindfulness Pressure Ulcer Prevention and Management Professional Boundaries Pushing and Pulling a Wheelchair Recording and Report Writing unconscious Bias Understanding Mental Health What is Phishing?	
Contractual Arrangements		
Contractual Arrangements		
No. of permanent staff	52	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	5	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	18	
No. of part-time staff (17-34 hours per week)	32	
No. of part-time staff (16 hours or under per week)	2	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts: 8am-2.30pm x 12 Care Workers 2.30pm - 9pm x 12 Care Workers  Night shifts: 9pm - 8am Waking Nights x 6 Care Workers.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19	
No. of staff working towards the required/recommended qualification	3	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	

Filled and vacant posts			
No. of staff in post 10			
No. of posts vacant	0		
No. of posts vacant	[0		
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	1		
Health & Safety	1		
Equality, Diversity & Human Rights	1		
Infection, prevention & control	2		
Manual Handling	1		
Safeguarding	4		
Medicine management	0		
Dementia	2		
Positive Behaviour Management	0		
Food Hygiene	2		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	What is Phishing		
Contractual Arrangements	Contractual Arrangements		
No. of permanent staff	10		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	0		
No. of part-time staff (17-34 hours per week)	8		
No. of part-time staff (16 hours or under per week)	2		
Staff Qualifications			
No. of staff who have the required qualification	0		
No. of staff working toward required/recommended qualification	0		
Catering staff			
Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post	5		
No. of posts vacant	0		
	!		

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

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

Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	2	
Safeguarding	1	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen Awareness Diabetes Awareness Food Safety Level 3	
Contractual Arrangements		
No. of permanent staff	5	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	2	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	3	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	2	
No. of staff working toward required/recommended qualification	1	

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Facilities Assistant - Responsible for the day to day repairs and maintenance in the home, and some ro utine health and safety checks.
	Engagement and Enablement Co-ordinator - plans and co-ordinates group and individual activities. Su pports individuals to engage with our inclusion and coproduction activities.
	Scheme Administrator - supports the day to day ad ministration within the home.
	Volunteers - college placements H&SC) and age co ncern volunteers. Social companionship, befriendin g and activities.

Filled and vacant posts		
o. 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	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	1	
Medicine management	0	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Spill Kit Property Safety and Compliance Data Protection	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	7	
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	0	
No. of staff working toward required/recommended qualification	0	

# Service Profile

## Service Details

Name of Service	Pobl Care & Support Gwent Regional partnership area
Telephone Number	01633679011

What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	182

### Fees Charged

The minimum hourly rate payable during the last financial year?	17.80
The maximum hourly rate payable during the last financial year?	25.33

### Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	2
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?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both fi rst and second stage. We also launched experts by experience, w here those we support within our services, our experts, support se rvice visits and audits, feeding back their findings to the RI. Individ uals also feedback on what is working/not working for them in poli cies and offering up solutions that they feel would be more benefi cial.

### 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	Social stories and 'now and next' visuals.

### 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.

We conducted a survey for residents in the winter and had a go od uptake, with 48% of residents giving us their feedback (69 o ut of 141 residents in the area overall). As part of this survey, we asked people 'What is going well for you?' and 'What is not going well for you?'. Residents told us that they were looking for ward to Christmas and that they had been enjoying going out and about seeing and doing different things. Some of the individuals told us that what they had been doing included attending an aqua aerobics group, drama classes, going to watch the group 'Westlife' and receiving their new car with care workers supporting them to complete the application process and choosing the model and colour of their new car.

Following our Inclusion Launch day on 31 March 2022, our individual-led group, the 'Fun-Finders', was formed. They held their first social event after a lot of planning this July. This was a pic nic in Roath Park in Cardiff and was designed to encourage pe ople to reconnect and socialise again following the isolation of the pandemic. Over 100 people from across Pobl Services attended, including individuals from our Gwent Services. New friends hips were formed across all our services and found several are as in common.

The Fun Finders group is determined to develop peer relations hips and support, and with support from our Inclusion and Assis tive Technology Officer has surveyed people about their interests, wishes and hobbies.

People in the fun finders group were supported to attend the L earning Disability Wales conference in Newport in November where they spoke on stage about the creation of the fun finders and their role, and did a fantastic job.

People within this group are working to coproduce an action pla n with us following the feedback from our most recent survey. T hey have taken several helpful suggestions forward such as creating a video of our complaints policy. We have also had individuals involved throughout our recruitment processes in Gwent, including in roles for the Quality Assurance Team.

Individuals from our services across Newport took part in a con sultation day with Newport City Council's commissioning and so cial services team at our Pobl offices, inputting into the consulta tion around their service strategy. Individuals shared their stori es and experiences with support from our team members. Feed back from the Newport Commissioning Team was extremely pos itive about this, describing it as a 'very good consultation'.

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.

We carried out a survey for individuals in late spring. In this, we asked people if they are able to work on their dreams and goal s. Across all of our Gwent services, 92% of respondents said y es, with 8% saying no. 100% of respondents in Extra Care services said yes (16 people), with 89% in Supported Living saying yes (33 people).

During our winter survey for individuals, we asked how people a re feeling at the moment. 75% of respondents said that they we re feeling 'excited' or 'happy' which is broadly in line with our ca re average of 74%. 20% of respondents said they are feeling 's o-so' with the remaining 5% saying they feel 'sad' or 'worried'. The results vary between our supported living and extra care services, with those responding in Extra Care much more likely to s ay they are 'so so' (36%) as opposed to 16% in supported livin g. Reasons for this included concerns about health, mobility and loved ones.

The service had a contract monitoring visit to two supported living schemes in Caerphilly during August. The visits considered areas including personal plans, risk assessments and other relevant records; record keeping and storage; complaints and compliments; health and fire safety, the home environment, and other relevant observations. The review also considered the most recent CIW report, and safeguarding information for the area. The report was very positive about the findings, with several areas noted for praise including comprehensive record keeping, evidence of good engagement with external professionals, up to date personal plans that were signed by the individual and be ing regularly reviewed, and sufficient and robust risk assessments.

During visits and audits, file sampling was carried out across the service area. The PSPM reviewed an individual's PBS plan in our Caerphilly services and confirmed that this contained a lot of detail to support colleagues, and that she would feel confide nt in providing support on the basis of the plan. Network days a re being used effectively to review PBS documents and ensure changes are embedded, with the support of our PBS Lead. Doc uments reviewed in services have a good level of information that clearly details the outcomes the individual wishes to achieve. The documents are written in a person-centred way and include personalised steps to support the individual to achieve their goals. The reviews are well detailed and give the reader a good understanding of the progression the individuals have made.

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

We asked family members whether they feel their loved one is f ree from abuse or neglect in their home. 78% of respondents s aid yes, with 22% saying sometimes. This compares to 85% of r espondents saying yes across our care services. In Gwent, the reasons given for people selecting 'sometimes' centred around situations between people living together, all of which we are a ware of and supporting individuals in partnership with the local authority. However we recognise the impact on individuals wellb eing in these situations and continue to work with all the individ uals to ensure people feel safe. We conducted a Winter survey for individuals that included the questions 'Do you feel safe fro m abuse or harm in your home?, '' 'Do you know how to make a complaint?' and 'Do you feel confident to make a complaint?'. We had 69 individuals respond from the area with 64 individual s saying they always feel safe from abuse or harm in their hom e (93%) and a further 4% saying the 'sometimes' do. There was no discernible difference between supported living and extra ca re responses. This was an increase from the summer survey w hen 79% of people responded that they always feel safe.

The service responds to safeguarding concerns promptly, and report these internally and externally as required. Of the referra Is made by our Gwent services in the 2022-23 year, 87% were closed by the safeguarding team with no further action. This provides us with assurance that the service works in an open and transparent way, in collaboration with local safeguarding partners and is prompt to refer concerns.

During our winter survey four individuals said they were unsure on how to make a complaint, while another four individuals said they did not know how to make a complaint. Alongside supporting more individuals to complete the survey to allow us to capture a fuller understanding of as many individuals' feelings and accounts of the service they receive, including any improvements they may wish to see, we will also do more to ensure we support all individuals to feel confident in making a complaint and understanding the process when a complaint is made. We have be en working with individuals to analyse the findings and make im provements, and as a result more Easy Read resources have been developed and individuals are developing videos for other individuals to use, explaining what a complaint is and what to expect if you need to make an informal or formal complaint.

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)

285.40

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.

No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Property Safety and Compliance Evacuation Equipment HEARTS train the trainer training (includes reflective practice, person centred principles and paperwook, professional boundaries, active support etc) Leadership programme (including Navigating Challenging Conversations)
	PECS
Contractual Arrangements	
Contractual Arrangements  No. of permanent staff	
<u> </u>	PECS
No. of permanent staff	PECS 4
No. of permanent staff No. of Fixed term contracted staff	4 0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	4 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed	PECS  4 0 0 0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed  No. of full-time staff (35 hours or more per week)	4 0 0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixed  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	4 0 0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	4 0 0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a Service	4 0 0 0 0 0 d term contact staff by hours worked per week.  3 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	4 0 0 0 0 0 0 0 0 d term contact staff by hours worked per week.  3 1 0 0

Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	1
Training undertaken during the last financial yea	r 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	16
Equality, Diversity & Human Rights	12
Manual Handling	8
Safeguarding	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Asbestos Awareness Property Safety Cyber Security HEARTS Training (including reflective practice, per son-centred practices and paperwork, active support and professional boundaries etc) Mental Health Awareness Mental Health First Aid ASIST Leadership Programme (incl Navigating Challengin g Conversations) PECS
Contractual Arrangements	
No. of permanent staff	16
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
	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	8
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	7
Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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	0
Health & Safety	3
Equality, Diversity & Human Rights	2
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness PECS Mental Health Awareness ASIST HEARTS Leadership programme (for Team Leaders)
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
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	198
No. of posts vacant	36

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	38
Health & Safety	34
Equality, Diversity & Human Rights	260
Manual Handling	128
Safeguarding	95
Dementia	0
Positive Behaviour Management	42
Food Hygiene	77
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness HEARTS training (including reflective practice, pers on-centred planning and paperwork active support and trauma-informed approaches) DoLS and MCA Mental Health First Aid ASIST PECS

### Contractual Arrangements

No. of permanent staff	198
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	97

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)	43
No. of part-time staff (17-34 hours per week)	122
No. of part-time staff (16 hours or under per week)	33

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	111
No. of staff working towards the required/recommended qualification	22

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

# Service Profile

### Service Details

ı	Name of Service	Pobl Care & Support West Glamorgan Regional Partnership Ar	l
		ea	ı

Telephone Number	01633679011
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

### Service Provision

# People Supported

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

# Fees Charged

The minimum hourly rate payable during the last financial year?	17.25
The maximum hourly rate payable during the last financial year?	20.44

# Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support service visits and audits, feeding back their findings to the RI. Individuals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

### 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	Text to speech communication

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

In our summer survey, we asked if people have choice over the things they do. In our supported living services, 100% said yes, and this is supported by our own observations and visits made as well as other feedback from colleagues and individuals. We also conducted a survey for individuals in the winter and had a good uptake, with 41% of individuals giving us their feedback (7 2 individuals in the area overall). This is the strongest response we have had to date. As part of this survey, we asked people ' What is going well for you' and 'What is not going well for you?' Individuals told us that a Christmas party, Pobl colleague suppo rt, being supported to cook and enjoying days out were among st the main things that were going well for them at this time. The main response to what is not going well was around colleague s hortages and not going out as much as they would like, while th ere were some responses about health issues and difficulties wi th mobility.

There are a wide range of activities and opportunities available to people, with people being supported to access volunteering, leisure, training/education and work activities.

Following our Inclusion Launch day on 31 March 2022, our individual-led group, the 'Fun-Finders', was formed. They held their first social event after a lot of planning this July. This was a pic nic in Roath Park in Cardiff and was designed to encourage people to reconnect and socialise again following the isolation of the pandemic. Over 100 people from across Pobl Services attended, including individuals from our West Glamorgan Services. New friendships were formed across all our services and found several areas in common. The Fun Finders group is determined to develop peer relationships and support, and with support from our Inclusion and Assistive Technology Officer has surveyed people about their interests, wishes and hobbies.

People in the fun finders group were supported to attend the L earning Disability Wales conference in Newport in November where they spoke on stage about the creation of the fun finders and their role, and did a fantastic job.

People within this group are working to coproduce an action pla n with us following the feedback from our most recent survey. T hey have taken several helpful suggestions forward such as cr eating a video of our complaints policy. We have also had individuals involved throughout our recruitment processes, and people have supported with our policy reviews in our Extra Care scheme.

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.

During our visits throughout the year, we consistently noted that environments were warm and positive, with good interactions between colleagues and individuals. People are busy and engaged, and there is good evidence of people's mental wellbeing being supported. Individuals told us they are really happy, and colleagues understand their needs.

We asked people during our winter survey how they are feeling . 80% of respondents said they are feeling happy or excited, wit h a further 10% saying that they are feeling 'so so'. This was ab ove the average responses across Care where 74% were happ y or excited and 21% said they are 'so so'.

During quarter four we saw the official introduction of the excitin g TAPPI project to individuals living in the area's Extra Care ser vice in Gorseinon. It was an opportunity for everyone to talk ab out technology, it's uses and how it could help in the day-to-day life at the service. The residents' meeting was focussed on intro ducing the Technology for our Ageing Population: Panel for Inn ovation (TAPPI) project, which aims to improve the way technol ogy is used in housing and care for older people. A number of i ndividuals were able to attend the informal meeting - all of diffe rent ages, with varying levels of mobility and care needs. They were keen to listen, learn more and ask questions, this was see n as a brilliant start to the project. There was plenty of feedbac k from the individuals from how this could help to what the chall enges could be, one individual when asked 'What does tech me an to you' said "It's the thing we didn't learn or get taught... but it could help us.", while when the group was asked what challen ges they foresee with tech an individual responded "We need a balance between having these aids and not doing anything at a II. None of us want to be lazy."

Reviews of individuals' files found that the required documentation in place is completed to a good standard and up to date. Me dication, health plans and recording documentation were in place and completed, with evidence of regular review. The daily recordings were in place and up to date with a good level of detail, while also being signed and dated appropriately by the collea gues, with person centeredness throughout. Where needed, he alth specific plans were in place, and there is evidence that people are supported to attend appointments as needed and maint ain their physical and mental wellbeing. HEARTS training has been rolled out to teams through the year.

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

The service is alert to safeguarding concerns and ensures that these are reported promptly, both internally and externally. Mor e than 50% of referrals made to safeguarding teams were close d with no further action required, after we had taken steps to en sure the person's safety. The referrals raised provide us with a ssurance that the service works in an open and transparent way, in collaboration with local safeguarding partners and is prom pt to refer concerns. Regulatory notifications to CIW have also been submitted as required.

We asked people in our summer and winter survey whether the y feel safe in their home. In the summer, 100% of respondents across both extra care and supported living services responde d yes, which is an excellent result. In the winter this fell slightly to 93%, due to one person feeling they didn't feel safe in their n eighbourhood due to antisocial behaviour. We also asked peop le about their understanding of our complaints process and their confidence in making a complaint. 87% of respondents under stand how to make a complaint. 6 of the 30 respondents told us that they have made a complaint in the past and all 6 said that it had been a good experience. Alongside the survey, there is further evidence that individuals know how to raise complaints with being able to email the relevant people to raise a complaint when they have wished to do so and interacting directly with man agers and our Quality Assurance Team.

Alongside supporting more individuals to complete the survey to allow us to capture a fuller understanding of as many individuals' feelings and accounts of the service they receive, including any improvements they may wish to see, we will also need to en sure we support all individuals to feel confident in making a complaint and understanding the process when a complaint is made. We have been working with individuals to analyse the finding s and make improvements, and as a result more Easy Read resources have been developed and individuals are developing videos for others to use, explaining what a complaint is and what to expect if you need to make an informal or formal complaint.

The service receives a number of compliments, including one fr om a family member who said "you have been amazing to [our r elative], and myself. Which is something that will never be forgo tten and is massively appreciated, in what has been a really tou gh period...Thanks again for all your care and support it really does mean so much to us all."

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)

102.20

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 Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Rented Homes Act Fitness for Human Habitation HEARTS train the trainer training (includes reflective practice, active support, trauma informed approaches and person centred planning and paperwork) Leadership Programme ASIST PBS
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 fixe	d 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	4
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 spe stated, the information added should be the pos	

Filled and vacant posts		
No. of staff in post	8	
No. of posts vacant	0	
INO. OF POSIS VACAITE	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	3	
Health & Safety	9	
Equality, Diversity & Human Rights	6	
Manual Handling	9	
Safeguarding	4	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Fitness for Human Habitation Rented Homes Act ASIST Leadership Programme PBS HEARTS train the trainer	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	1	
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	5	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 2 0 No. of posts vacant 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 0 Health & Safety 2 Equality, Diversity & Human Rights 0 Manual Handling 1 Safeguarding 0 n Positive Behaviour Management Food Hygiene Please outline any additional training undertaken **Evacuation Equipment** pertinent to this role which is not outlined above. Leadership Programme (for Team Leaders) **Contractual Arrangements** 2 No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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  No. of posts vacant	109
ino. oi posis vacaiit	1 <sup>10</sup>
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that many	ant training. The list of training categories y have been undertaken. Any training not listed
not outlined above'.	raining undertaken pertinent for this role which is
Induction	40
Health & Safety	17
Equality, Diversity & Human Rights	53
Manual Handling	40
Safeguarding	52
Dementia	0
Positive Behaviour Management	20
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness Data Protection Cyber Security Mental Capacity Act and DoLS Infection Prevention and Control PEG training Epilepsy Training BUCCAL training PBS ASIST Mental Health Awareness Mental Health First Aid HEARTS (reflective practice, professional boundaries, person centred approaches, active support and
	trauma informed approaches)
Contractual Arrangements	trauma informed approaches)
<u> </u>	trauma informed approaches)  109
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	109
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	109
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	109 0 0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	109 0 0 0 0 30
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe	109 0 0 0 0 30
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)	109 0 0 0 30 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	109 0 0 0 30 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	109 0 0 0 30 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to	109 0 0 0 30 d term contact staff by hours worked per week.
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the	109 0 0 0 30 d term contact staff by hours worked per week.  28 69 12
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the	109 0 0 0 30 d term contact staff by hours worked per week.  28 69 12
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe  No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification	109 0 0 0 30 d term contact staff by hours worked per week.  28 69 12

# Service Profile

### Service Details

Name of Service	Pobl Care & Support West Wales Regional Partnership Area
Telephone Number	01633679011
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	We support individuals who speak German and Bengali.

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	114
, ,	

### Fees Charged

Ī	The minimum hourly rate payable during the last financial year?	18.00
Ī	The maximum hourly rate payable during the last financial year?	20.90

# Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused on recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support service visits and audits, feeding back their findings to the Rl. Individuals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

# Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Communication apps

#### 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.

Following our Inclusion Launch day on 31 March 2022, our indi vidual-led group, the 'Fun-Finders', was formed. They held thei r first social event after a lot of planning this July. This was a pic nic in Roath Park in Cardiff and was designed to encourage pe ople to reconnect and socialise again following the isolation of t he pandemic. Over 100 people from across Pobl Services atten ded, including individuals from our West Wales Services. New fr iendships were formed across all our services and found sever al areas in common. The Fun Finders group is determined to d evelop peer relationships and support, and with support from o ur Inclusion and Assistive Technology Officer has surveyed peo ple about their interests, wishes and hobbies. People in the fun finders group were supported to attend the Learning Disability Wales conference in Newport in November where they spoke o n stage about the creation of the fun finders and their role, and did a fantastic job.

People within this group are working to coproduce an action pla n with us following the feedback from our most recent survey. T hey have taken several helpful suggestions forward such as cr eating a video of our complaints policy. We have also had individuals involved throughout our recruitment processes in West W ales, including in roles for the Quality Assurance Team. One in dividual in West Wales has also been the first to support our 'Experts by Experience' project, accompanying the RI on his visits in March to a different service area and providing really useful feedback and perspectives. People at the service have also helped us to review and update our hospital admission policy.

We carried out a survey with all individuals in June. Uptake in the service was good, with 25 people responding. One of the que stions we asked was whether people have choice over the thing s they do. In our West Wales services, 72% of people said yes, and 28% said sometimes. This was slightly higher than the aver age across all of our services combined. We asked people who said sometimes what affected their choices, and there were a v ariety of reasons given from day services and courses being un available, having commitments that needed to be kept, and mo bility. One person said they were not sure.

A number of people have been supported to engage with the a ctivities they desire, including people who have undertaken vol unteering roles and have been supported into paid employment and training opportunities.

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.

During our survey for individuals in the summer, we asked if pe ople are able to work on their dreams and goals. 80% of respondents in West Wales said yes, which is in line with our care average of 81%. We asked people during our winter survey how they are feeling. 68% of respondents said they are feeling happy or excited, with a further 22% saying that they are feeling 'so so'. This was broadly in line with the average responses across Care where 74% were happy or excited and 21% said they are 'so so'. 4 people said they were worried or sad, and the reasons given related to either themselves or family being unwell, financial concerns and being nervous about moving on from the service. While this is understandable, it's a positive move for the individual as they have reached a level of independence where the y are now ready to move to a more independent setting.

During our visits over this year, we consistently noted that envir onments were warm and positive, with good interactions betwee n colleagues and individuals. People are busy and engaged, a nd there is good evidence of people's mental wellbeing being s upported. Individuals told us they are really happy and colleague sunderstand their needs. In one service where an individual w as experiencing a difficult period with their mental health which was impacting colleagues, colleagues were rotated between two services to ensure support remained effective and colleagues avoided burnout.

Documentation reviewed across the service has been well com pleted with individuals, kept up to date and is person-centred a nd outcomes-focussed. Medication, health plans and recording documentation were in place and completed, with evidence of r egular review. Daily recordings are in place and up to date with a good level of detail while also being signed and dated approp riately by the colleagues completing. Individual files have the ne cessary documentation in place, including external health profe ssional visits and communications and assessments which are used to form part of the support plans for the individuals. Wher e needed, each individual also had a Moving and Assisting ass essment in place that was reviewed regularly. HEARTS training has continued across the service and gained pace rapidly thro ugh Q4, with the majority of colleagues now trained. This has s upported with better understanding of the paperwork in place a nd how to complete this effectively with the individuals. One indi vidual has written their own personal plan.

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

We also carried out a survey for individuals in June, and asked if people feel safe in their home. 84% of people said yes, with t he remaining three people choosing sometimes. This is broadly in line with the responses across all of our care services, where 88% of people responded yes. When asked why they chose this response, two people left the answer blank, and one person s aid it was because there are sirens going off in the area.

The service responds to safeguarding concerns promptly, and report these internally and externally as required. More than 50 % of safeguarding referrals were closed by safeguarding with t he actions we had already put in place to safeguard individuals deemed sufficient. This provides us with assurance that the ser vice works in an open and transparent way, in collaboration with local safeguarding partners and is prompt to refer concerns. Regulatory notifications to CIW have also been submitted as re quired.

Some of the feedback individuals have given us over the year i nclude one individual saying "I am looking forward to going to a rts and crafts, I like all the staff. They are good and kind.," with another individual saying "I feel supported living here, I know st aff are here for me if needed." and one individual expressing "if I feel down or depressed I feel confident to talk to the team who support me".

Alongside supporting more individuals to complete the survey to allow us to capture a fuller understanding of as many individuals' feelings and accounts of the service they receive, including any improvements they may wish to see, we will also need to en sure we support all individuals to feel confident in making a complaint and understanding the process when a complaint is made. We have been working with individuals to analyse the findings and make improvements, and as a result more Easy Read resources have been developed and individuals are developing videos for other individuals to use, explaining what a complaint it and what to expect if you need to make an informal or formal complaint.

Individuals have been confident in reaching out to others within the business as required. Individuals have emailed the Quality Assurance Team's inbox at times, and have also directly emaile d the RI. We are assured that people know who they can conta ct in the organisation and how to do this.

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)

108.30

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 Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	3
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Rented Homes Act Fitness for Human Habitation HEARTS train the trainer training (includes reflective practice, active support, trauma informed approaches and person centred planning and paperwork) Leadership Programme ASIST PBS
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 fixe	d 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	4
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 spe stated, the information added should be the pos	

Filled and vacant posts		
No. of staff in post	8	
No. of posts vacant	2	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	9	
Equality, Diversity & Human Rights	8	
Manual Handling	4	
Safeguarding	2	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	4	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Leadership Programme Property Safety and Compliance Fitness for Human Habitation Rented Homes Act Data Protection Hoarding awareness ASIST PBS HEARTS train the trainer training (includes reflective practice, active support, trauma informed approaches and person centred planning and paperwork)	
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)	0	
staff		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	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	2	
Other supervisory staff		
Does your service structure include roles of this type?	No	

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Leadership Programme
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
· · · · · · · · · · · · · · · · · · ·	

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

#### Filled and vacant posts

No. of staff in post	135
No. of posts vacant	18

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	32
Health & Safety	24
Equality, Diversity & Human Rights	62
Manual Handling	63
Safeguarding	38
Dementia	0
Positive Behaviour Management	18
Food Hygiene	44
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication awareness Data Protection Cyber Security Mental Capacity Act and DoLS Infection Prevention and Control Epilepsy Training PBS ASIST Mental Health Awareness Mental Health First Aid HEARTS (reflective practice, professional boundari es, person centred approaches, active support and trauma informed approaches)

# Contractual Arrangements

135	
0	
0	
0	
37	

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)	25
No. of part-time staff (17-34 hours per week)	87
No. of part-time staff (16 hours or under per week)	23

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
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	
l			

### Service Profile

### Service Details

Name of Service	Trem Y Glyn
Telephone Number	01639720786
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements

None

### Service Provision

# People Supported

Other languages used in the provision of the service

	7
How many people in total did the service provide care and	38
support to during the last financial year?	
, ,	

### Fees Charged

The minimum weekly fee payable during the last financial year?	863.52
The maximum weekly fee payable during the last financial year?	976.67

# 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?	Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both first and second stage. We also launched experts by experience, w here those we support within our services, our experts, support se rvice visits and audits, feeding back their findings to the RI. Individuals also feedback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

## Service Environment

How many bedrooms at the service are single rooms?	30
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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Trem Y Glyn benefits from large mature landscaped gardens whic h comprises of one large secured space and two smaller secured patio areas. There is ample parking on site.
Provide details of any other facilities to which the residents have access	There is a dedicated hairdressing salon at the home with a visitin g hairdresser who visits up to fortnightly. There is also a visiting c hiropodist, optician and dentist at the service who also use the hairdressing salon as a dedicated space.

### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.

Residents' meetings take place regularly and at least monthly w ith minutes recorded and available on site. Meetings are broke n into suite meetings and individuals are given the opportunity t o speak about the service and bring up anything that they are not happy about or improvements to be made. Minutes evidenc e that residents clearly have a voice and an opportunity to disc uss the care received, food, activities, laundry and the environ ment of the service and any suggestions and requests are take n forward. There is a standard agenda item each month to disc uss complaints and go through the complaints procedure, so this opportunity is given to residents regularly. Where any issues or suggestions are raised there is evidence that these are take n forward by the managers. The minutes record that residents are very happy with the service they are receiving at Trem Y Gl yn and very happy living here.

During our winter survey we received responses from a third of residents. We asked people during the survey what is going wel I for them at the moment, and residents gave positive feedback about the choices they receive. One resident stated that they hold their own medication and that this is going well for them.

There are a wide variety of activities on offer, both in small groups and as large events. People are supported to take part in activities away from the service, as well as people coming into the service to run activities or perform. People have a choice of whether they want to take part in activities, and for those residents who prefer to keep their own company or do 1:1 activities this is supported.

People are supported to take part in their care planning as far as possible. Where individuals are not able to be involved, colle agues ask family members or other appropriate people to have input into the documentation to ensure that they are truly perso n centred.

Residents are supported to go out to the Dementia Cafe every week as well as to Singing for the Brain, which is a dementia ch oir. These happen off site and with people from the wider community. The service has recently arranged for a pet therapist to b egin visiting the home regularly.

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.

During our winter survey we asked how people were feeling. At Trem Y Glyn, 89% of respondents said they are feeling happy, with one person saying they are feeling 'so so'. We asked people what is going well for them at the moment, and were told ""I a m happy"; "looking forward to xmas and visitors. Skype calls with daughter and great granddaughter"; "being cared for through various medical conditions, being able to get medical attention when needed, good company and help at all times".

The service manages reviews of key documentation well and in line with regulations and internal policy. All required documenta tion is in place and completed to a high standard. Medication p aperwork is in place and completed. All health plans and record ing documentation are in place and completed, with key docum entation being reviewed regularly. There is thorough and clear daily recording kept for individuals, and the choices people are offered around activities and ways to spend their time is clearly documented. Where required, the service contacts the Local A uthority to request Care Plan reviews. Where required, health s pecific documentation such as oral health care plans are in pla ce. Where a DNACPR is in place, this is clearly visible at the front of the file. Where required, nutrition, weight and skin integrity monitoring is in place and being completed regularly, with suitable risk assessments alongside.

The service works closely with the GP surgery, and individuals' health needs are well-managed, and all appointments are recor ded, planned and supported. Individual files have all necessary health documentation and support plans in place and copies of letters, assessments, plans, and any records of communication from external health professionals which in turn form part of the support plans for the individual. Falls are managed well at the s ervice and in line with the IFELLDOWN protocol.

Following feedback from colleagues we have streamlined the p aperwork in place in residents' files to avoid duplication and to make it easier for individuals to engage with their support planning paperwork.

The service has applied for and successfully obtained funding to convert an assisted bathroom into a wet room. This was requested by residents, and will promote independence and dignity for individuals who would be able to shower independently with these facilities in place. Work will commence early in the 2023-24 financial year.

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

We have had no complaints at Trem Y Glyn over the previous y ear. We continue to have very high levels of compliments at the service. One family member wrote that "You cannot call this a "r esidential home" it is one big family home - fantastic. The mome nt you walk through the door the welcome is fantastic, food fant astic and all the carers do for the residents including activities. I couldn't recommend it enough. Residents cared for and safety comes first there."

Safeguarding concerns are managed and reported in a timely manner and in line with procedures and best practice. Regulato ry notifications are made as required. Infection Prevention and Control measures are in place and follow best practice.

We undertook a survey of individuals in December, during whic h we asked people how safe they feel in their home. 9 individua Is responded to the survey, of whom 8 said that they always fee I safe in their home. This represents 89% of the residents at the service. We also asked people whether they had made a complaint to us, and if so was it a positive experience. 2 people stated that they had made a complaint previously, and both said that it had been a positive experience.

The service has a strong understanding of mental capacity, an d where required DoLS are in place as needed to keep people safe.

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

Externally the building looks clean and tidy, and gardens look well kept. The front of the building looks very nice with lots of colourful hanging baskets and is very clean and tidy. Suitable Pobl signage is clearly visible and an ample car park available. The gardens are well kept, and specific areas have been fenced off which allows individuals, including those with dementia, the ability to get into the garden whenever they wish but the areas are also a safe space which prevents people from accidentally wan dering off the grounds. Internally the service is homely and welcoming throughout. The individual bedrooms are personalised and are kept clean and tidy, as are the shared bathroom facilities. Communal areas look clean and well decorated and have a homely feel.

The fire evacuation procedure is in place and easily visible for colleagues, residents and visitors. A fire risk assessment was c ompleted in August 2022. Comprehensive Personal Emergency Evacuation Plans are all in place at the service and up to date. Regular fire drills are being undertaken and have been recorde d in files. Monthly equipment checks, including for firefighting e quipment are being completed and recorded and regular extern al checks and servicing of equipment is taking place, with the la test certificate dated October 2022 available to view. Fire alarm system and fire doors are checked weekly, and evidence has b een seen of issues from these checks being reported, chased and fixed. The fire alarm was serviced in September 2022 and t he emergency lighting system was serviced in October 2022. E mergency lights are tested monthly with records being kept. Ga s safety certificates, electrical safety certificates, PAT testing, L OLER and Asbestos and Legionella checks are all in place as r equired. An Asbestos reassurance air test was completed on 3 1st October 2022. PAT Testing has been completed in Septem ber 2022 and a Hardwire testing certificate is in place and in da te. A Legionella risk assessment is in place and in date, and we ekly flushing of taps is taking place and recorded. Quarterly tes ting and disinfecting takes place as required.

A Business Continuity Plan is in place and is kept under review. Health and Safety management processes and audits are completed and recorded appropriately.

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)

31 50

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

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'. 0 Induction Health & Safety 1 Equality, Diversity & Human Rights 0 Infection, prevention & control 1 Manual Handling 0 Safeguarding Medicine management 0 Dementia 0 0 Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken What is Phishing pertinent to this role which is not outlined above. Property Safety and Compliance **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) 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) No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification to 0 be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended 0 qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this No type? Registered nurses Does your service structure include roles of this No type?

Senior social care workers providing direct care

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

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	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	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	2	
Manual Handling	4	
Safeguarding	0	
Medicine management	0	
Dementia	2	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bullying and Harassment Understanding Mental Health Allyship Challenging Diversity Assumptions Leadership Programme	
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)	1	
No. of part-time staff (17-34 hours per week)	5	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed s	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.	Day Shifts: Morning - 8am - 2.30pm x 1 Team Leaders Afternoon - 2.30pm - 9pm x 1 Team Leaders  Night Shifts: 9pm - 8am Waking Night x 1 Team Leader	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4	
No. of staff working towards the required/recommended qualification	1	
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	22	
No. of posts vacant	2	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	12	
Equality, Diversity & Human Rights	12	
Infection, prevention & control	6	
Manual Handling	10	
Safeguarding	6	
Medicine management	9	
Dementia	4	
Positive Behaviour Management	0	
Food Hygiene	6	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Beating Burnout Allyship Drug Harm and Sharps Pressure Ulcer Prevention What is Phishing Neath Port Talbot Dementia training	
Contractual Arrangements		
No. of permanent staff	22	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	2	
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)	16	
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.	Day Shifts: Morning 8am - 2.30pm x 6 Care Workers afternoon 2.30pm - 9pm x 5 Care Workers Night Shifts	
	9pm - 8am Waking Night x 2 Care workers	
Staff Qualifications		
No. of staff who have the required qualification to	14	
be registered with Social Care Wales as a social care worker	14	
No. of staff working towards the required/recommended qualification	3	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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	
·	1	
can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	1	
Manual Handling	2	
Safeguarding	1	
Medicine management	0	
Dementia  Paritira Pakarian Managaran	0	
Positive Behaviour Management	0	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Evacuation Equipment Data Protection	
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)	0	
No. of part-time staff (17-34 hours per week)	4	

No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	2	
No. of staff working toward required/recommended qualification	0	
quamouton	<u> </u>	
Catering staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	6	
No. of posts vacant	0	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	1	
Manual Handling	4	
Safeguarding	2	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	6	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	1	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	6	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	2	

No. of staff working toward required/recommended qualification		
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Facilities Assistant - responsible for routine repair and maintenance at the home as well as some he th and safety checks	
	Scheme Administrator - supports the day to day a ministration of the home.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
infection, prevention & control	1	
Manual Handling	2	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Hand Arm Vibrations Spill Kit Property Safety and Compliance Abrasive Wheels Safety	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required/recommended qualification	0	

#### Service Profile

#### Service Details

Name of Service	Ty Anwen

Telephone Number	02920849480
What is/are the main language(s) through which your service is provided?	English Medium
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	18
support to during the last financial year?	

#### Fees Charged

The minimum weekly fee payable during the last financial year?	1934.10
The maximum weekly fee payable during the last financial year?	1934.10

## Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Surveys were undertaken with individuals to offer feedback and i mprovements. Individuals devise the questions and create access ible versions in audio and picture format. Once the data is collate d a group of individuals looked at the results and create their own actions to ensure that they could actively support the changes, w here needed. Fun Finders has been an integral part in developin g our way in consulting individuals. The group, run by individuals f or individuals allows people to get involved, supporting co-produc ed projects and services in a meaningful way. This year focused o n recruitment and the process of interviewing candidates at both first and second stage. Residents' meetings are an integral part of the feedback cycle at Ty Anwen with actions raised being implemented and fed back in 'you said we did' format. Individuals also fee dback on what is working/not working for them in policies and offering up solutions that they feel would be more beneficial.

## Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden area to the rear which has a sheltered ar ea with seating and a smoking shelter. There is a large grassed a rea around the side which has been developed for communal fruit and vegetable growing area.
Provide details of any other facilities to which the residents have access	There are four other communal rooms within Ty Anwen one of whi ch has recently been redesigned as a salon, the other 2 are small er rooms to encourage activities / key working where individuals w ithin the service do not want to engage in larger groups or have s ome private space away from their rooms. There is also a large g ames / pool room for communal socializing. There is also a gym at the service with equipment provided.

# Communicating with people who use the service

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

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

The year began at Ty Anwen with a restructure of colleague rol es within the service, which allowed more specialised roles to be created as well as changing the support worker role to a Complex Project Worker (Mental Health) role, to reflect the specialism and needs of the service. Key worker roles have been introduced for all Project Workers, and residents are benefiting from closer involvement in their support planning and goal setting.

Our own observations show that residents and colleagues at the service have relaxed and positive relationships, with people sepending significant time in communal areas through choice and shaping how spaces in the service are used. The NHS Wales Provider Performance Assessment that took place in July concluded that "From the evidence reviewed at site and speaking with residents and staff, there is evidence that each resident is provided with the support to think about the outcomes specific to the ir care needs whilst living at Ty Anwen. Residents are encouraged to plan how staff support them to recover and move on."

Individuals from Ty Anwen have been active within our newly for med 'fun finders' group. New friendships were formed and peop le in our supported living services and Ty Anwen found several areas in common. Plans were quickly developed to build a gard ening interest group on the Ty Anwen grounds, and Ty Anwen then held a beach party which they opened to everyone and people from our supported living and Extra Care services really enjoyed this.

Individuals and appropriate professionals are involved in the de velopment and delivery of support plans, with individuals being encouraged to develop their own goals and outcomes and take ownership of these. There are regular individuals' meetings hel d at the service. The annual Provider Performance Assessment by the Health Board's Quality Assurance Improvement Service found that

"The QAIS viewed evidence that residents are involved in their care planning and review. There is also evidence that the local care teams are involved in resident care, reviews and recovery. The care home promotes inclusive technology and the Pobl Inclusion and Assistive Technology Officer has been attending the service and looking at technologies that might improve the residents experience at the service. The service also has an Enablement and Engagement Worker who leads on activities of daily living and skills club. Activities include setting up emails, paying bills and internet safety".

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.

Conversations with colleagues and individuals and regular revi ews of the service evidence that people continue to be well sup ported to maintain their physical and mental health and wellbein g. All individuals spoken to have said they are happy at the ser vice. One person said she has a great relationship with other p eople living at the service. Another individual noted that her ph ysical health in the setting had improved significantly. A third in dividual said that she is happy at the setting and was engaged i n meaningful activity. All of the individuals spoken to knew who t heir key worker was and are engaging in key working sessions. Our winter survey asked people What is going well for you and What is not going well for you? Individuals at Ty Anwen told us t hat they are happy with the care provided, with no-one leaving a comment about what is not going well and positive comments including "spending time with my daughter", "slimming world - g eneral health" and "everything".

The QAIS team found that "Residents are given information on healthy lifestyles, creating healthy meals, positive ways to mana ge pain, reducing smoking and managing their budget. Residen ts reported that staff are very encouraging around healthy lifest yles but some said they like to have treats also. Residents have a physical health plan and are supported to be independent in making appointments if they have recognised a need with the team."

All personal and support planning documentation is in place at the service and kept under regular review. Plans are detailed and are co-produced and reviewed with the individual to ensure that goals are relevant, achievable and agreed on. There are robust risk assessments in place at the service, including strategies agreed with individuals. The service works closely with internal and external professionals to ensure that multi-disciplinary approaches are agreed and effective. Our Positive Behavioural Support Lead also works closely with the service. There have been times during the year when compliance in the service has not been accurately reflected in KPIs due to records not being updated centrally, and the service is working to ensure that data from the service is accurate moving forward. We have had several people move on from the service this year into their own more independent accommodation.

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

During our winter survey we asked people "Do you feel safe fro m abuse or harm in your home". At Ty Anwen, 100% of respon dents (7 people) said they always feel safe. This is higher than our average across our care services of 93%. We also asked p eople if they know how to make a complaint. 5 people at the ser vice said they know how to make a complaint, with two people s aying they are unsure. The same five people said they would fe el confident in making a complaint, with the other two people sa ying they are unsure. We are in the process of working through the findings of the results with individuals to co-produce an acti on plan, and as a result we are making more alternative version s of our complaints guidance including a video enactment by in dividuals to explain what a complaint is and how the process ca n look. We hope that in addition to existing Easy Read guidanc e and information in the Service User Guide, this will support pe ople to feel more confident in this area.

There are a number of people at the service who have DoLS in place. The team and individual understand the content of these , and people are supported to work towards having them remov ed. The service advocates for Capacity Assessments and Best Interest Decisions to be revisited when they believe that someo ne's capacity has changed, and recently worked closely with on e individual and supported them to work with their Independent Mental Capacity Advocate to challenge an authorisation in place. The Assistant Director reviewed paperwork in place relating to the DoLS authorisation for one individual and found it to be very comprehensive with all relevant paperwork in the file. The Assistant Director also spoke to one individual with a DoLS in place, who said that in spite of this they feel they have more choice, privacy and control in Ty Anwen than in previous placements

The service reports and manages safeguarding concerns effectively. Safeguarding reports and regulatory notifications are made appropriately, and the team at Ty Anwen work closely with local authority teams (including the safeguarding team) and Gwent Police to keep people safe. The team work closely with care teams to assess individuals' risk and work with individuals and their wider MDTs to put in place effective risk management plans. There have been a number of medication errors at the service this year. The service has an action plan in place to address the se and is receiving support from Pobl to implement and review this.

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

The service is clean and well organised, and people have been working hard to ensure that communal areas are being used in a way that is meaningful for individuals and meets their aims an d requirements. Residents have shaped the use of various spa ces in the service and many communal areas have been redec orated with a much more homely and personalised feel. Individu als use the communal spaces in the service in various ways to benefit their wellbeing, and we are continually consulting aroun d the changes and their effect. Recently individuals said that th ey felt exposed since the gym had been moved into a larger sp ace to accommodate more equipment, so it was agreed that the gym would be moved back to a smaller room and the larger roo m which had been housing the gym would be converted to a lou nge. The service is regularly decorated throughout for key eve nts such as Hallowe'en Christmas and St David's Day.

The service is clean and well kept, and has ample on site parki ng and a well maintained garden area that is well used by resid ents. The Facilities Assistant dug up the bushes that were takin g up a lot of space in the courtyard, and re-levelled the area. T hey have then covered this area with artificial grass, where in th e hotter weather a temporary swimming pool is erected. Further to this work, the patio area has been lifted and relaid and a per gola erected. The smoking shelter was repainted to give it a be ach theme, and a dry Tiki bar has been made for parties. Indivi duals have been encouraged to personalise their flats, and so me people keep small pets at the service.

All required documentation is in place and in date at the service , including gas certificate, PAT testing certificates, electrical cer tificate, fire alarm testing and maintenance, legionella testing d ocumentation and public liability. Personal Emergency Evacuati on Plans are in place for all individuals. A Business Continuity P lan is in place. Infection Prevention and Control procedures are being followed, and the service has a five star food hygiene sta ndard rating. Health and Safety is well managed with all checks carried out and recorded.

Pobl Trust funding was awarded for the service to develop a ve getable garden that individuals at Ty Anwen and surrounding P obl Care and Support services can tend and develop. Progress was slightly delayed by the Engagement and Enablement Co-or dinator leaving post, but we are looking forward to progressing this project through the spring and summer.

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 22.70 31 March)

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

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

No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	O Alcohol Related Brain Damage First Aid Overview Food Safety Level 2 Fire Safety Legionella Awareness	
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	1	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
	<u> </u>	

No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	1	
Safeguarding	1	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Safety Level 2 Alcohol-Related Brain Damage COSHH First Aid Overview Risks and Responsibilities Cyber Security	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	14	
No. of posts vacant	2	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	9	
Health & Safety	10	
Equality, Diversity & Human Rights	10	
Infection, prevention & control	10	
Manual Handling	9	
Safeguarding	10	
Medicine management	6	
Dementia	0	
Positive Behaviour Management	5	
Food Hygiene	6	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Applied Suicide Intervention Skills Training Alcohol Related Brain Damage Diabetes Awareness Mental Health First Aid HEARTS training Professional boundaries Recovery Capital Record Keeping Reflective Practice Personal Plans & Keyworking workshop Person Centred Approaches Personality Disorder DBT Overview	
Contractual Arrangements		
No. of permanent staff	14	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	4	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	14	
No. of part-time staff (17-34 hours per week)	0	
	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.	Day shift is 8am to 8pm - 4 Complex Project Workers  Night shift is 8pm to 8am and is a waking night - 3  Complex Project workers
	Complex Project workers
Staff Qualifications	
No. of staff who have the required qualification to	0
be registered with Social Care Wales as a social care worker	
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spetated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
	ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
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 fixe	ed 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 (17.24 bours par upol)	0
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	0
No. of staff working toward required/recommended qualification	0
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Facilities Assistant - responsible for day to day repairs and maintenance and some health and safety checks.  Engagement and Enablement Co-Ordinator - respo
	nsible for group and one to one activities and inclusion work with individuals at the scheme.
	Scheme Administrator - supports the day to day ad ministration of the service.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook releva	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ar for this role type.  and training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that mot outlined above'.	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that may can be added to 'Please outline any additional training that the not outlined above'.	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 2
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 2 2 0 2
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 2 2 0 2
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No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0