

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Positive Lifestyles (Porthcawl) Limited	
The provider was registered on:	17/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Positive Lifestyles Porthcawl Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/10/2022
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Ann Lake
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Oakley House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/07/2019
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Melvyn Williams
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Positive Lifestyles Porthcawl Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/07/2019
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Ann Lake
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

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

All regulatory training is provided through a training company. This is all recorded via our training matrix, which highlights the date and the % score achieved by the employee. The colour coded system allows reviewing the matrix to be easy, prompting us when re-education training is required.

All practical training is done via our management team who are qualified as trainer/trainers. All our staff receive pbm training also. Bespoke training is done when required depending on service user needs.

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

Thorough checks are done before recruiting employees. DBS/CRB's are done, references are obtained, rigorous interview is completed. All employees are put on a probationary contract before receiving a permanent one. Regular reviews are done with all staff and quarterly appraisals to ensure all staff are meeting requirements and also to ensure they are happy in the workplace. This helps with retention. Also we pay over real living wage and have become competitive with our hourly rate.

Service Profile

Service Details

Name of Service	Oakley House
Telephone Number	01656783203
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1785
The maximum weekly fee payable during the last financial year?	4651

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?	Private facebook page for all staff for communication. Regular meetings with service user parents/guardians Regular service user meetings Regular reviews with Social Workers and outside agencies

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The back area of the house is a large patio area which is all concrete. Service Users have access here with staff to enjoy outdoor activities.
Provide details of any other facilities to which the residents have access	No other facilities linked to the home

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Active support, Inclusive communication

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Service users and family are fully involved in their care and support. We offer a bespoke service with service users needs at the centre of care and support planning with focus on the active support model. A person centred model of how to interact with individuals combined with daily planning system that promotes participation and enhances quality of life.</p> <p>With an improvement being evident in communication, families witness for themselves the care that their family member gets and the freedom of choice. Also seeing what we as a team can achieve with the service users and the kind of life they can live is testament in itself. Communication between the family and Care Manager is exemplary and this then also increases trust. Their concerns, demands, requests are put on a private facebook communication page and this is then actioned by the team.</p> <p>With Covid regulations a lot easier now, service users access a lot more facilities. Day services, college courses, biking, swimming, parks, beaches....the list of activities are endless and seeing their requests met also pleases the families greatly.</p> <p>Many of the service users also get involved with helping with the planning of the weekly menu, shopping, preparation of food, preparing the dinner table. All of which teaches them so much about life skills, but also builds confidence in them.</p> <p>We have been encouraged by words from commissioners and social workers at how pleased they are after reviewing the service users documentation at how much activities the service users have done, and also having good reports from our inspectors has been very pleasing.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Health appointments are booked by us and monitored effectively. Feedback from appointments are given to families. When appointments are made they are written in diary and shared on our private secure facebook page and highlighted on weekly rota. Communication with social workers and parents is of paramount importance. Any emergency appointments are dealt with urgency and the team always pull together should extra shifts need to be covered. Dedicated team always give their best. Medication is checked daily by allocated people, following the MARR charts which are in place. Thorough training is given and audits which allow errors to be corrected immediately. We continue to encourage and support service user in personal care, allowing them to do what they can and then if needed we use active support, hand on hand, verbal prompting and showing/teaching. Many of our service users are doing more than what is expected of them, which is great to see. Any changes in health conditions are always updated in the service users unique plans, updating staff at every step. We are proud of the relationship we have with health professionals, and we accept the advice they give us to always further improve the wellbeing of our service users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to adhere to many regulations which meet government standards which all staff are trained on. We feel we run a safe environment where all service users feel safe and secure within their own home. Nothing to the contrary has ever been reported. Service users are listened to, they always have opportunities to talk to staff. The Care manager is always available on a daily basis along with their key workers and care team. We ensure daily care notes are accurate, complete enabling hand over to be smooth and service users moods are clearly noted. All staff undertake the relevant training, and all policies and procedures are reviewed annually but updated when required and communicated to the team. Many of them see their families often through out the week and also the environment set in the care home is that of a secure family background.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Training courses involved with Health and Safety are completed by all staff as mandatory training. All staff are familiar with the policies. The building is regularly reviewed by the Care Manager but also by the Responsible Individual quarterly. Issues that arise within the building, are fixed immediately, or as soon as we can appoint a workman. In all situations the building or whatever is damaged or broken is safely secured. Service users get to choose the decorations in their own room. This plays a big part in their wellbeing. Also promotes independent thinking and decision making. This enables them also to feel at home. All rooms have en suites ensuring we can always maintain privacy, dignity and confidentiality to all service users. Foil film is put on the windows of the front rooms, enabling the service users can look out enjoying the beautiful sea view we are very fortunate to see from our Care Home, but also ensuring no members of the public can see in. When staff access the community, risk assessments are done. Staff are familiar with these from their induction process but also aware of the care plans around each service user.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>21</p>

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

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

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts - 9am - 10pm (2 staff) 9am - 5pm (1 staff)
<p>Staff Qualifications</p>	
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	2
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	17
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	0
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	17

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	13
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts - 8am - 10pm (3 staff) 9am - 9pm (1 staff) 10am - 3pm (1 staff) 7am - 3pm (1 staff) 3pm - 10pm (1 staff) Night shift 10pm - 8am (1 staff)
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	13
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Positive Lifestyles Porthcawl Ltd
Telephone Number	07949721875
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.22
The maximum hourly rate payable during the last financial year?	22.22

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?	Private facebook page for all staff for communication. Regular meetings with service user parents/guardians Regular service user meetings Regular reviews with Social Workers and outside agencies

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Service users and family are fully involved in their care and support. We offer a bespoke service with service users needs at the centre of care and support planning with focus on the active support model. A person centred model of how to interact with individuals combined with daily planning system that promotes participation and enhances quality of life.</p> <p>With an improvement being evident in communication, families witness for themselves the care that their family member gets and the freedom of choice. Also seeing what we as a team can achieve with the service users and the kind of life they can live is testament in itself. Communication between the family and Care Manager is exemplary and this then also increases trust. Their concerns, demands, requests are put on a private facebook communication page and this is then actioned by the team.</p> <p>With Covid regulations a lot easier now, service users access a lot more facilities. Day services, college courses, biking, swimming, parks, beaches.....the list of activities are endless and seeing their requests met also pleases the families greatly.</p> <p>Many of the service users also get involved with helping with the planning of the weekly menu, shopping, preparation of food, preparing the dinner table. All of which teaches them so much about life skills, but also builds confidence in them.</p> <p>We have been encouraged by words from commissioners and social workers at how pleased they are after reviewing the service users documentation at how much activities the service users have done, and also having good reports from our inspectors has been very pleasing.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Sometimes the health appointments are booked by the families on the Domiciliary side and they take them, however sometimes we are asked to do this therefore it is then monitored effectively. Feedback from appointments are given to families. When appointments are made they are written in diary and shared on our private secure facebook page and highlighted on weekly rota.</p> <p>Our team have a duty of care towards our service user and should they notice a health issue then this is brought up with the family and immediate action is taken.</p> <p>Communication with social workers and parents is of paramount importance. Families will often ask the team to liaise with medical professionals with regards to medications, dental appointments, etc</p> <p>For the service users who live alone we work with them, still encouraging independence but provide assistance to them in booking appointments, be that opticians, doctors, dental.</p> <p>Medication is checked daily by allocated people, following the MARR charts which are in place. Thorough training is given and audits which allow errors to be corrected immediately.</p> <p>We continue to encourage and support service user in personal care, allowing them to do what they can and then if needed we use active support, hand on hand, verbal prompting and showing/teaching. Many of our service users are doing more than what is expected of them, which is great to see. The dedicated team know the abilities of their service users well.</p> <p>When recruiting, we always consider and allocate the best suited team to a service user. This plays a huge role in wellbeing. Once the relationship is set and the trust is there, the team member can get engaged far better with the service user and encourage a greater understanding of their wants and needs.</p> <p>We are proud of the relationship we have with health professionals, and we accept the advice they give us to always further improve the wellbeing of our service users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to adhere to many regulations which meet governance standards which all staff are trained on.</p> <p>We feel we run a safe environment where all service users feel safe and secure within their own home. Nothing to the contrary has ever been reported.</p> <p>Service users are listened to, they always have opportunities to talk to staff. The Care manager is always available on the phone on a daily basis but also visits the homes of the service users weekly. This enables the manager to monitor the services very closely.</p> <p>We ensure daily care notes are accurate, complete enabling handover to be smooth and service users moods are clearly noted.</p> <p>All staff undertake the relevant training, and all policies and procedures are reviewed annually but updated when required and communicated to the team.</p> <p>Communication with families, social workers and outside agency is very important enabling effective transparency.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 2

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

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

Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Positive Lifestyles Porthcawl Ltd
Telephone Number	07949721875
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum hourly rate payable during the last financial year?	18.90
The maximum hourly rate payable during the last financial year?	19.80

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?	Private facebook page for all staff for communication. Regular meetings with service user parents/guardians Regular service user meetings

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Service users and family are fully involved in their care and support. We offer a bespoke service with service users needs at the centre of care and support planning with focus on the active support model. A person centred model of how to interact with individuals combined with daily planning system that promotes participation and enhances quality of life.</p> <p>With an improvement being evident in communication, families witness for themselves the care that their family member gets and the freedom of choice. Also seeing what we as a team can achieve with the service users and the kind of life they can live is testament in itself. Communication between the family and Care Manager is exemplary and this then also increases trust. Their concerns, demands, requests are put on a private facebook communication page and this is then actioned by the team.</p> <p>With Covid regulations a lot easier now, service users access a lot more facilities. Day services, college courses, biking, swimming, parks, beaches.....the list of activities are endless and seeing their requests met also pleases the families greatly.</p> <p>Many of the service users also get involved with helping with the planning of the weekly menu, shopping, preparation of food, preparing the dinner table. All of which teaches them so much about life skills, but also builds confidence in them.</p> <p>We have been encouraged by words from commissioners and social workers at how pleased they are after reviewing the service users documentation at how much activities the service users have done, and also having good reports from our inspectors has been very pleasing.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Sometimes the health appointments are booked by the families on the Domiciliary side and they take them, however sometimes we are asked to do this therefore it is then monitored effectively . Feedback from appointments are given to families. When appointments are made they are written in diary and shared on our private secure facebook page and highlighted on weekly rota.</p> <p>Our team have a duty of care towards our service user and should they notice a health issue then this is brought up with the family and immediate action is taken.</p> <p>Communication with social workers and parents is of paramount importance. Families will often ask the team to liaise with medical professionals with regards to medications, dental appointments, etc</p> <p>For the service users who live alone we work with them, still encouraging independence but provide assistance to them in booking appointments, be that opticians, doctors, dental.</p> <p>Medication is checked daily by allocated people, following the MARR charts which are in place. Thorough training is given and audits which allow errors to be corrected immediately.</p> <p>We continue to encourage and support service user in personal care, allowing them to do what they can and then if needed we use active support, hand on hand, verbal prompting and showing/teaching. Many of our service users are doing more than what is expected of them, which is great to see. The dedicated team know the abilities of their service users well.</p> <p>When recruiting, we always consider and allocate the best suited team to a service user. This plays a huge role in wellbeing. Once the relationship is set and the trust is there, the team member can get engaged far better with the service user and encourage a greater understanding of their wants and needs.</p> <p>We are proud of the relationship we have with health professionals, and we accept the advice they give us to always further improve the wellbeing of our service users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to adhere to many regulations which meet governance standards which all staff are trained on.</p> <p>We feel we run a safe environment where all service users feel safe and secure within their own home. Nothing to the contrary has ever been reported.</p> <p>Service users are listened to, they always have opportunities to talk to staff. The Care manager is always available on the phone on a daily basis but also visits the homes of the service users weekly. This enables the manager to monitor the services very closely.</p> <p>We ensure daily care notes are accurate, complete enabling hand over to be smooth and service users moods are clearly noted.</p> <p>All staff undertake the relevant training , and all policies and procedures are reviewed annually but updated when required and communicated to the team.</p> <p>Communication with families, social workers and outside agency is very important enabling effective transparency.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	17
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	19
Equality, Diversity & Human Rights	19
Manual Handling	19
Safeguarding	19
Dementia	0
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	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)	12
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	5
No. of staff working towards the required/recommended qualification	14

Other types of staff

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

No