

# 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:	Quality Education with Care Limited	
The provider was registered on:	18/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bryn Tirion Hall	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/09/2018
	Responsible Individual(s)	Natalie Fletcher
	Manager(s)	Marc Jones
	Maximum number of places	14
	Service Conditions	There are no conditions associated to this service
	Ty Felin Children's Home	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/09/2018
	Responsible Individual(s)	Natalie Fletcher
	Manager(s)	Guy Bingham
Maximum number of places	5	
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	<p>Consultation is completed with staff (Questionnaire) to gather feedback on areas that they wish to develop within their working practice.</p> <p>Annual appraisal &amp; supervisions identify individual training needs. Review of current placements identifies areas for additional training.</p> <p>The Training &amp; Development Manager facilitates all training in a yearly schedule that surpasses the annual requirement.</p> <p>Induction of new staff into the organisation is aligned with the SCW framework for Care Workers.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>A continued programme of recruitment is in place. The organisation advertises effectively &amp; continuously to capture the market &amp; ensure a full complement of staff.</p> <p>Effective development &amp; progression for existing staff supports the retention strategy. Additional staff benefit &amp; well-being support reviews also assist with retaining valuable staff.</p> <p>The home utilises an staff referral process as a tool for effective recruitment.</p> <p>Exit interviews gather feedback for future consideration.</p>

## Service Profile

## Service Details

Name of Service	Bryn Tirion Hall
Telephone Number	01978760034
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 support to during the last financial year?	16
--	----

## Fees Charged

The minimum weekly fee payable during the last financial year?	3683
The maximum weekly fee payable during the last financial year?	4808

## Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	<p>Young people:  Were consulted with via 2 x in-person Consultative Forums where all matters of care were discussed.  2 x anonymous questionnaires were issued to children during this reporting period.  12 x Monthly Keyworker sessions.  12 x Monthly House meetings.  Monthly Monitoring visit - by Responsible Individual  Suggestions box (in house)</p> <p>Professionals:  Received feedback questionnaires for completion.</p> <p>Staff:  2 x in-person Consultative Forums and 1 x organisational questionnaire.  There were also periodic forums for consultation on ethos, culture and organisational change (rota).  Quarterly Full Care meetings.  Staff supervisions which take place 4 - 8 weekly  Monthly Monitoring visit - by Responsible Individual  Open door policy</p>

## Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	There are extensive grounds which accommodate the outdoor play for young people. These consist of a few separate grassed and paved areas for recreational purposes (mini football pitch, basket ball area, hard surface for bike riding, grassed area with picnic benches). There is a car park to the side of the property which accommodates the home vehicle fleet which allows for the front external area of the home to be solely for playing within. We have a wooded area to the side of the site which we utilise for forestry school occasionally.
Provide details of any other facilities to which the residents have access	ICT suite (inside main building) Games room (inside main building) Portacabins for private study area - external to main building and in grounds.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

Young people are actively encouraged & supported to influence their care & the way their home is run. Every young person is encouraged & supported to voice their opinions, wishes & thoughts. Those with communication difficulties will be supported to communicate accordingly.  
Young people will be actively encouraged to partake in decisions about the care they receive.

There are a variety of forums in which the voice of those accessing the service, working within it & stakeholders, can express their concerns & raise issues to inform change.

The different forums in place (in-person, email, questionnaire, verbal feedback, written feedback), ensure all parties are consulted.

The frequency of consultation is important & this can be done daily, weekly, monthly, quarterly and yearly.

There is strong evidence in place that there is a triangulated approach to consultation & that expressions & views of stakeholders are actioned where possible.

Additional to this is the regulatory consultations that are in place for children (LAC reviews, Placement meetings, Provider Assessment meetings).

There has been some splendid work conducted within the home with the children to support their on-going development & to ensure that the care & support offered to children is at the center of their plan. This information has been fed-back through consultative threads.

The home has a clear process for ensuring it captures the voice of the children through a variety of forums.

The consultative forum & house meetings continue to be a fantastic way for groups of children to have the confidence to air their wishes & also have their agenda items raised and actioned in a group scenario.

This is also true of the staff consultative forums, where staff representatives feedback to the Responsible Individual around concerns & areas for development from a staff perspective.

Individual feedback is received during monthly keyworker meetings.

The home demonstrates its understanding of actioning matters in a timely and effective measure.

The home also has a strong culture of ensuring that opportunities are made available to children across the board.

The home ensures that it promotes every aspect of a child's life and openly encourages & adapts its systems & practice to support school needs, home needs & emotional needs.

The views & wishes of the children are reflected within their Personal Plans & all individuals contribute & follow the plan that the child has been pivotal in developing.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The home has a mixture of residents who require a variety of support packages. Some residents attend college, others external school provision & others attend the QEWC school. Some are on reduced timetables & the home demonstrates its ability to flex and support their needs in the day. Over this reporting period, the home has adapted & created alternative support plans during the day to complement their educational packages. Additional to this, the home ensures it meets its responsibility in respect of following up on all medical appointments for young people.

The therapeutic support to the children has also added an additional layer of support to ensure that the ongoing health needs are addressed.

This consists of a team of therapists who support directly with the children on a sessional basis & work alongside them to deal with previous trauma.

Patterns & strategies are identified & therapy plans developed to work alongside the young person & staff team.

The modalities are as follows:

Transactional analysis which is based on humanistic philosophy. This is demonstrated in its therapeutic approaches of 'I'm OK and You're OK', contracting (being client led) and belief that everyone has that capacity to think and change.

Therapeutic Play therapist who supports young people sessions through the arts.

The Strengths & Difficulties Questionnaire (SDQ) is a brief behavioural screening questionnaire about 2-17 year old patterns are monitored through an SDQ tool kit.

The Strengths & Difficulties Questionnaire (SDQ) is a brief behavioural screening questionnaire about 2-17 year olds and is completed at the start of placement and periodically throughout to track progress.

In addition to this, the organisation has a staff counsellor who works with the residential team to ensure they are supported through the challenges that working emphatically with children can raise.

The person-centered approach offers an environment that is safe to explore feelings & experiences that may be preventing someone from reaching their full potential.

As the staff explore their barriers, feelings and behaviour, the therapist is honest in response.

There is effective communication between the therapy department and home to ensure that the needs are met.

It is clear from the reporting processes in place that children are happy in their home and have effective and appropriate support plans in place to best provide them with the care they need to develop.

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

The home fully recognises its responsibilities for safeguarding young people. The policy is written in line with the "Wales Safeguarding Procedures 2019", which set out common standards for all of Wales to guide work in child protection and safeguarding, to make clear how agencies should work together & to make sure that practice is consistent and of high quality. We are committed to the safety of the young people we have in our care & to fully co-operate with other agencies in the interests of safeguarding children.

The home has supported the children through some challenging safeguarding situations.

We recognise that high self-esteem, confidence, supportive friends & good lines of communication with a trusted adult helps to safeguard young people. The home, therefore sets out to establish & maintain an ethos where young people feel secure & are encouraged to talk & are listened to & ensure young people know that there are adults in the home whom they

There is an emphatic & honest response to safeguarding needs whilst maintaining the balance of ensuring that the relevant information & referrals are responded to accordingly.

It has ensured that the staff team are up to date on policy and training relating to safeguarding & have been offered additional workshops that have been held in Full Care Meetings around more bespoke training required.

Staff are fully briefed on their responsibilities & accountability for the young people & the systems & processes in place ensure the needs are met.

The home is committed to ensuring it meets the needs of the children & with some young people this has meant flexing their approach to offer more support when needed.

There is effective communication from management to the staff team to ensure the effective support & safeguarding measures are taken in respect of children accommodated at the home.

The additional layer of the therapeutic team allows for a further angle for children to discuss concerns & these are reported through the organisations safeguarding procedures.

The triangulated approach to safeguarding with both the home staff and external professionals & carers, ensures that every aspect of the child's well-being is supported.

There is a focus on ensuring that the rights of the children are balanced with a safeguarding approach & children requiring a more restrictive support plan to be in place have been through a process of assessment for Deprivation of Liberty.

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

A person centered approach ensures the children & young people that reside within the home, receive care & support that responds to their Individual needs.  
It includes a strong commitment to the rights of the child, fully involving children & young people in matters that affect them. This involves staff working with the child or young person, to understand & achieve what matters to them. Allowing them control of the decisions about their care to reach the outcomes that help them achieve well-being across all aspects of their lives.

The key principles of a person-centered approach are about 'Valuing people'.  
Treating people with dignity & respect by being aware of & supporting personal perspectives, values, beliefs & preferences.  
Listening to each other & working in partnership to design & deliver services.  
The staff team endorse this value & ensure that thorough consultation & effective transference of the child's wishes are detailed within their personal plan.

Each young person has an individual personal plan to reach their goals & staff teams collaborate with them to support this plan.

The young person should be as actively involved as possible when completing the Personal Plan.

They are encouraged to attend the Placement Planning meetings & their views are fully considered when setting targets and objectives.

Every effort is made to ensure that the young person's views are taken into account in regards all aspects of their care.

Personal Plans are created in accordance with the young person's learning style to ensure that they are able to communicate their needs effectively.

The home offers support to young people with a variety of educational needs (college, main-stream, home tutoring, special school) & adapt their approach to ensure these educational needs are met.

Therapeutically, some residents attend therapy & others do not access the internal offer of support. This is based on the individuals presenting needs.

Programmes for independence development are put in place & are bespoke to the child.

The young people living within the home are given the best opportunities to grow within an environment that promotes their health and development. This will also include providing young people with a varied & nutritious diet with adequate quantities, at reasonable & appropriate intervals.

It is the aim of the home to help our young people become responsible citizens, confident individuals, successful learners & effective contributors to society.

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)	46
--	----

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

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

Staff Type	Service Manager
------------	-----------------

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
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.	Cyber Awareness Understanding young minds
<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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Awareness Fire Marshall CSE / Digital Awareness

#### 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 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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	5
Medicine management	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE / Digital Awareness Fire Marshall
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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day 1 - 7:30am - 11pm (sleep in duty) Day 2 - 8am - 11pm Day 3 - Off Day 4 - Off Day 5 - Off Day 6 - Off  2 managers per shift
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	37
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	11
Health & Safety	17
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	16
Safeguarding	36
Medicine management	11
Dementia	0
Positive Behaviour Management	48
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid Working Therapeutically with children Risk Assessment Professional Practice Care Value Base CSE / Digital Awareness
<b>Contractual Arrangements</b>	
No. of permanent staff	37
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)	37
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day 1 - 8am - 10:30pm Day 2 - 8am - 10:30pm Day 3 - Off Day 4 - Off Day 5 - Off Day 6 - Off Sleep in duty on a monthly rotation (approx 2 a month)  13 staff per shift
---	--

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	18

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?	Yes
--	-----

List the role title(s) and a brief description of the role responsibilities.	Operations Manager Health & Safety Compliance manager Site Manager Maintenance person
--	--

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
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.	N/A
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Ty Felin Children's Home
Telephone Number	01978760034
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 support to during the last financial year?	8
--	---

##### Fees Charged

The minimum weekly fee payable during the last financial year?	3683
The maximum weekly fee payable during the last financial year?	4615

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	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people:                      Were consulted with via 2 x in-person Consultative Forums where all matters of care were discussed.                      2 x anonymous questionnaires were issued to children during this reporting period.                      12 x Monthly Keyworker sessions.                      12 x Monthly House meetings.                      Suggestions box located within the home.                      Informal / open door policy.                      Professional meetings (including LAC review, Placement meetings , Care planning, etc)                      Monthly monitoring visits to the home from the Responsible Individual who takes the time to speak to children about what is going on for them. This is recorded and actions /feedback is given accordingly.</p> <p>Professionals:                      Received feedback questionnaires for completion.</p> <p>Staff:                      2 x in-person Consultative Forums and 1 x organisational questionnaire.                      There were also periodic forums for consultation on ethos, culture and organisational change (rota).                      Quarterly Full Care meetings                      Supervisions 4 - 8 weekly                      Appriasla Annually                      Team/Shift meetings</p>

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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are gardens that wrap around the entire house plot. Within these gardens are seating areas, grassed play areas and a drive way.
Provide details of any other facilities to which the residents have access	There additional office space located within the management offices that can be utilised for study and private meeting 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 [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.

Young people are actively encouraged and supported to influence their care and the way their home is run. Every young person is encouraged and supported to voice their opinions, wishes and thoughts. Those with communication difficulties will be supported to communicate accordingly. Young people will be actively encouraged to partake in decisions about the care they receive.

There are a variety of forums in which the voice of those accessing the service, working within it and stakeholders, can express their concerns and raise issues to inform change.

The different forums in place (in-person, email, questionnaire, verbal feedback, written feedback), ensure all parties are reached.

The frequency of consultation is important and this can be done daily, weekly, monthly, quarterly and yearly.

There is strong evidence in place that there is a triangulated approach to consultation and that expressions and views of stakeholders are actioned where possible.

Additional to this is the regulatory consultations that are in place for children (LAC reviews, Placement meetings, Provider Assessment meetings).

There has been some splendid work conducted within the home with the children to support their on-going development and to ensure that the care and support offered to children is at the centre of their plan. This information has been fed-back through consultative threads.

The home has a clear process for ensuring it captures the voice of the children through a variety of forums.

The consultative forum and house meetings continue to be a fantastic way for groups of children to have the confidence to air their wishes and also have their agenda items raised and actioned.

This is also true of the staff consultative forums, where staff representatives feedback to the Responsible Individual around concerns and areas for development from a staff perspective.

The home demonstrates its understanding of addressing matters in a timely and effective measure.

The home also has a strong culture of ensuring that opportunities are made available to children across the board.

The home ensures that it promotes every aspect of a child's life and openly encourages and adapts its systems and practice to support school needs, home needs and emotional needs.

The views and wishes of the children are reflected within their Personal Plans and all individuals contribute and follow the plan that the child has been pivotal in developing.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The home has a mixture of residents who require a variety of support packages. Some residents attend college, others external school provision and others attend the QEWC school. Some are on reduced timetables and the home demonstrates its ability to flex and support their needs in the day. Over this reporting period, the home has adapted and created alternative support plans during the day to complement their educational packages.

Additional to this, the home ensures it meets its responsibility in respect of following up on all medical appointments for young people.

The therapeutic support to the children has also added an additional layer of support to ensure that the ongoing health needs are addressed.

This consists of a team of therapists who support directly with the children on a sessional basis & work alongside them to deal with previous trauma.

Patterns and strategies are identified and therapy plans developed to work alongside the young person and staff team.

The modalities are as follows:

Transactional analysis which is based on humanistic philosophy. This is demonstrated in its therapeutic approaches of 'I'm OK and You're OK', contracting (being client led) and belief that everyone has that capacity to think and change.

Therapeutic Play therapist who supports young people sessions through the arts.

The Strengths & Difficulties Questionnaire (SDQ) is a brief behavioural screening questionnaire about 2-17 year old patterns are monitored through an SDQ tool kit.

The Strengths & Difficulties Questionnaire (SDQ) is a brief behavioural screening questionnaire about 2-17 year olds and is completed at the start of placement and periodically throughout to track progress.

In addition to this, the organisation has a staff counsellor who works with the residential team to ensure they are supported through the challenges that working emphatically with children can raise.

The person-centered approach offers an environment that is safe to explore feelings & experiences that may be preventing someone from reaching their full potential.

As the staff explore their barriers, feelings and behaviour, the therapist is honest in response.

There is effective communication between the therapy department and home to ensure that the needs are met.

It is clear from the reporting processes in place that children are happy in their home and have effective and appropriate support plans in place to best provide them with the care they need to develop.

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

The home fully recognises its responsibilities for safeguarding young people.

The policy is written in line with the "Wales Safeguarding Procedures 2019", which set out common standards for all of Wales to guide work in child protection and safeguarding, to make clear how agencies should work together, and to make sure that practice is consistent and of high quality. We are committed to the safety of the young people we have in our care and to full cooperation with other agencies in the interests of safeguarding children.

The home has supported the children through some challenging safeguarding situations.

We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult helps to safeguard young people. The home, therefore sets out to establish & maintain an ethos where young people feel secure and are encouraged to talk, & are listened to & ensure young people know that there are adults in the home whom they can relate.

There is an emphatic & honest response to safeguarding needs whilst maintaining the balance of ensuring that the relevant information & referrals are responded to accordingly.

It has ensured that the staff team are up to date on policy & training relating to safeguarding & have been offered additional workshops that have been held in Full Care Meetings around more bespoke training required.

Staff are fully briefed on their responsibilities and accountability for the young people and the systems and processes in place ensure the needs are met.

The home is committed to ensuring it meets the needs of the children and with some young people this has meant flexing their approach to offer more support when needed.

There is effective communication from management to the staff team to ensure the effective support and safeguarding measures are taken in respect of children accommodated at the home.

The additional layer of the therapeutic team allows for a further angle for children to discuss concerns & these are reported through the organisations safeguarding procedures.

The triangulated approach to safeguarding with both the home staff & external professionals & carers, ensures that every aspect of the child's well-being is supported.

There is a focus on ensuring that the rights of the children are balanced with a safeguarding approach & children requiring a more restrictive support plan to be in place have been through a process of assessment for Deprivation of Liberty.

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

A person centered approach ensures the children & young people that reside within the home, receive care & support that responds to their Individual needs.  
It includes a strong commitment to the rights of the child, fully involving children & young people in matters that affect them. This involves staff working with the child or young person, to understand & achieve what matters to them. Allowing them control of the decisions about their care to reach the outcomes that help them achieve well-being across all aspects of their lives.

The key principles of a person-centered approach are about 'Valuing people'.  
Treating people with dignity & respect by being aware of & supporting personal perspectives, values, beliefs & preferences.  
Listening to each other & working in partnership to design & deliver services.  
The staff team endorse this value & ensure that thorough consultation & effective transference of the child's wishes are detailed within their personal plan.

Each young person has an individual personal plan to reach their goals & staff teams collaborate with them to support this plan.

The young person should be as actively involved as possible when completing the Personal Plan.

They are encouraged to attend the Placement Planning meetings & their views are fully considered when setting targets and objectives.

Every effort is made to ensure that the young person's views are taken into account in regards all aspects of their care.

Personal Plans are created in accordance with the young person's learning style to ensure that they are able to communicate their needs effectively.

The home offers support to young people with a variety of educational needs (college, main-stream, home tutoring, special school) & adapt their approach to ensure these educational needs are met.

Therapeutically, some residents attend therapy & others do not access the internal offer of support. This is based on the individuals presenting needs.

Programmes for independence development are put in place & are bespoke to the child.

The young people living within the home are given the best opportunities to grow within an environment that promotes their health and development. This will also include providing young people with a varied & nutritious diet with adequate quantities, at reasonable & appropriate intervals.

It is the aim of the home to help our young people become responsible citizens, confident individuals, successful learners & effective contributors to society.

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)	14
--	----

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

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

Staff Type	Service Manager
------------	-----------------

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

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Training CSE & Digital Awareness Fire Safety
<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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
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 training CSE & Digital resilience
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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 1 - 7:30am - 11pm & sleep in Day 2 - 8am - 11pm Day 3 - Off Day 4 - Off Day 5 - Off Day 6 - Off  2 x Senior Care Managers per shift
<b>Staff Qualifications</b>	
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	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.	
<b>Filled and vacant posts</b>	
No. of staff in post	6
No. of posts vacant	5
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	5
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	11
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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)	5

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<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 1 - 7:30am - 11pm Day 2 - 8am - 11pm Day 3 - Off Day 4 - Off Day 5 - off Day 6 - Off 4 each shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	6
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
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.	Operations Manager Health & Safety Compliance manager Site Manager Maintenance person
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	Not known

### 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)	4
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	2
No. of staff working toward required/recommended qualification	0