

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:	Rainbow Therapeutic Limited
The provider was registered on:	30/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Kewstoke	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/11/2022
Responsible Individual(s)	Scott Hicks
Manager(s)	Daniel Williams
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Hafod Wen	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/03/2021
Responsible Individual(s)	Scott Hicks
Manager(s)	Ryan Pemberton
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Sunny Bank	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	30/03/2023
Responsible Individual(s)	Scott Hicks
Manager(s)	Jack Nisbet
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Graig House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	30/11/2018
Responsible Individual(s)	Scott Hicks
Manager(s)	James Cosgrove
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Bryncoed	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/04/2019
Responsible Individual(s)	Scott Hicks
Manager(s)	Jack Nisbet
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

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	When it comes to planning training we have the core training which is organised each year to ensure that staff have the basic skills to carry out their roles. Further to this each child is reviewed during management meetings and reg 73 visits to identify any specific training requirements the staff need to ensure to support their needs. This training will then be organised for each home around what it required for the individuals care plans living in the home.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment has been difficult due to staff shortages, we have now got a overseas licence which allowed us support overseas workers with COS numbers and helped with recruitment of staff. This process has been something we had to develop quickly whilst ensuring the quality of the staff taking on were suitable for the homes. We have also increased wages to motivated and retain staff that we have in the company.

Service Profile

Service Details

Name of Service	Bryncoed
Telephone Number	02922219232
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?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	3500
The maximum weekly fee payable during the last financial year?	3950

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?	There has been reg 73 reports completed with feedback obtained from the young people during the visits. The reg 80s also cover this off, the children have been given the chance to use advocacy and also speak to their social workers on a regular bases. There are house meetings held where the children have the chance to speak about things they wish to change or are happy with. The children also have keyworker sessions on a monthly bases to discuss how they are doing.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large grassed area with football goals and a paddle pool for the children during the summer months. There is also a patio area to enjoy outdoor living and picnicks. There are basketball goals located on the side of the property.
Provide details of any other facilities to which the residents have access	There is a local golf course which the children enjoy using for the driving range. they also enjoy the conservatory space for gaming along with their personal bedrooms.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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

<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>Within the home there are systems in place to ensure that the children have the chance to make sure their voices are heard on a daily basis. This includes completing daily reflectors at the end of the day to discuss any issues they may be facing or a general chat about how they are feeling. Further to this the children also have input into their care and support plans every 3 months with managers reviewing them, they give the children the opportunity to discuss how they are within the day to day lives and also any areas they wish to improve on or learn about. The children get weekly planners which they are able to make decisions on their own weeks and how they wish them to look, this is completed on a Sunday and the staff support them in ensuring that they can achieve new things and also get to have their say. The weekly food menu is also something that the children have input into, they will get to say which meals they want each week and all have the chance to have input into this.</p> <p>There is a complaint procedure in place for the children and this is something that they get prompted to follow if they don't feel they are being cared for properly or if they have specific issues in their lives.</p> <p>The children are also offered personal advocacy, this will allow them to have an independent outlook where they can have their voice heard if they feel the house is not meeting this for them.</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>The wellbeing of the children is something that is covered off daily, this will start around getting the children in positive routines and ensure they have the support they need to understand the importance of looking after themselves. This will include showering, eating healthy, brushing teeth, keeping room clean, attending appointments and being active. These tasks can be very difficult for the children to understand with their needs and the homes will put positive reward chart in place to ensure that the children are encouraged and incentives to meet these areas. Key worker sessions are also a big area to where the staff will speak to the children on a one-to-one bases around how best we can support them to look after their selfcare.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is an area which is covered off largely in their reviews, including personal plan reviewing, keyworker sessions, CLA meetings, visits with social worker and advocacy support. These areas are also times whereby the children will have the opportunity to express concerns around the safety, but most importantly the members of staff and professional involved will be assessing how the children are engaging and responding in these meetings. This will build a picture of if the children are happy and settled. There are systems in place to also record any concerns that do come to light including the whistle blowing procedure, safeguarding procedure, complaints procedure and also the regulatory body in CIW and social care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We first treat every child as an individual within the care home and create a set of expectations tailored to their needs. This will then allow the staff to have a better understanding of the personal care required for each child and how they best meet this. This may also include a set training specifically for that child. The home is also assessed in its suitability for supporting a child and how best it can help them to achieve positive outcomes, the environment can be key to ensuring this is met.</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>14</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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>7</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	3
Health & Safety	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.	HR training

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	2

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

No. of full-time staff (35 hours or more per week)	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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Nursing care staff

Does your service structure include roles of this type?	No
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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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior training and supervision
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	1 Day on 2 days of start at 7:30 finish at 22:00
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
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	6
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Loss and bereavement
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<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)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 day on 2 days off start at 7:30 and finish at 22:00

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	4
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.	Finance Manager Personal Assistant to R.I
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	1
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.	HR training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Graig House
Telephone Number	07867420271
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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	3200
The maximum weekly fee payable during the last financial year?	3950

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There has been reg 73 reports completed with feedback obtained from the young people during the visits. The reg 80s also cover this off, the children have been given the chance to use advocacy and also speak to their social workers on a regular bases. There are house meetings held where the children have the chance to speak about things they wish to change or are happy with. The children also have keyworker sessions on a monthly bases to discuss how they are doing.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an astroturf area for the children to enjoy football, swing ball and trampolining. There is also a area for swings and climbing frame that the children are able to use. There is a lot of ground at the home used for planting that the children are encourage to engage in and additionally we have mountain walks right at the side of the property.
Provide details of any other facilities to which the residents have access	We are local to the shops, and cinemas which the children enjoy. There are also very good countryside walks around the home which are used for therapeutic discussion. in the home itself there is a dedicated area for arts and crafts to be complete.

Communicating with people who use the service

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

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>Within the home there are systems in place to ensure that the children have the chance to make sure their voices are heard on a daily basis. This includes completing daily reflectors at the end of the day to discuss any issues they may be facing or a general chat about how they are feeling. Further to this the children also have input into their care and support plans every 3 months with managers reviewing them, they give the children the opportunity to discuss how they are within the day to day lives and also any areas they wish to improve on or learn about. The children get weekly planners which they are able to make decisions on their own weeks and how they wish them to look, this is completed on a Sunday and the staff support them in ensuring that they can achieve new things and also get to have their say. The weekly food menu is also something that the children have input into, they will get to say which meals they want each week and all have the chance to have input into this.</p> <p>There is a complaint procedure in place for the children and this is something that they get prompted to follow if they don't feel they are being cared for properly or if they have specific issues in their lives.</p> <p>The children are also offered personal advocacy, this will allow them to have an independent outlook where they can have their voice heard if they feel the house is not meeting this for them.</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>The wellbeing of the children is something that is covered off daily, this will start around getting the children in positive routines and ensure they have the support they need to understand the importance of looking after themselves. This will include showering, eating healthy, brushing teeth, keeping room clean, attending appointments and being active. These tasks can be very difficult for the children to understand with their needs and the homes will put positive reward chart in place to ensure that the children are encouraged and incentives to meet these areas. Key worker sessions are also a big area to where the staff will speak to the children on a one-to-one bases around how best we can support them to look after their selfcare</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is an area which is covered off largely in their reviews, including personal plan reviewing, keyworker sessions, CLA meetings, visits with social worker and advocacy support. These areas are also times whereby the children will have the opportunity to express concerns around the safety, but most importantly the members of staff and professional involved will be assessing how the children are engaging and responding in these meetings. This will build a picture of if the children are happy and settled. There are systems in place to also record any concerns that do come to light including the whistle blowing procedure, safeguarding procedure, complaints procedure and also the regulatory body in CIW and social care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We first treat every child as an individual within the care home and create a set of expectations tailored to their needs. This will then allow the staff to have a better understanding of the personal care required for each child and how they best meet this. This may also include a set training specifically for that child. The home is also assessed in its suitability for supporting a child and how best it can help them to achieve positive outcomes, the environment can be key to ensuring this is met.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
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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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate 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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	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.	Autism awareness
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)	3
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.	7:00 - 22:00
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
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	7
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
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.	7:00 - 22:00

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Hafod Wen
Telephone Number	01685373822
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	3750
The maximum weekly fee payable during the last financial year?	3950

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0

Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	social media website

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
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 two areas of astroturf at the home for the children to use, one houses a BBQ and outdoor furniture whilst the other is used for activities such as paddling pools, football and gardening features.
Provide details of any other facilities to which the residents have access	The home is situated alongside Methyr countryside and the children have access to very large walks and trails, further to this there is local swing park and shopping centres.

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.

Within the home there are systems in place to ensure that the children have the chance to make sure their voices are heard on a daily basis. This includes completing daily reflectors at the end of the day to discuss any issues they may be facing or a general chat about how they are feeling. Further to this the children also have input into their care and support plans every 3 months with managers reviewing them, they give the children the opportunity to discuss how they are within the day to day lives and also any areas they wish to improve on or learn about. The children get weekly planners which they are able to make decisions on their own weeks and how they wish them to look, this is completed on a Sunday and the staff support them in ensuring that they can achieve new things and also get to have their say. The weekly food menu is also something that the children have input into, they will get to say which meals they want each week and all have the chance to have input into this.

There is a complaint procedure in place for the children and this is something that they get prompted to follow if they don't feel they are being cared for properly or if they have specific issues in their lives.

The children are also offered personal advocacy, this will allow them to have an independent outlook where they can have their voice heard if they feel the house is not meeting this for them.

<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>The wellbeing of the children is something that is covered off daily, this will start around getting the children in positive routines and ensure they have the support they need to understand the importance of looking after themselves. This will include showering, eating healthy, brushing teeth, keeping room clean, attending appointments and being active. These tasks can be very difficult for the children to understand with their needs and the homes will put positive reward chart in place to ensure that the children are encouraged and incentives to meet these areas. Key worker sessions are also a big area to where the staff will speak to the children on a one-to-one bases around how best we can support them to look after their selfcare.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is an area which is covered off largely in their reviews, including personal plan reviewing, keyworker sessions, CLA meetings, visits with social worker and advocacy support. These areas are also times whereby the children will have the opportunity to express and concerns around the safety, but most importantly the members of staff and professional involved will be assessing how the children are engaging and responding in these meetings. This will build a picture of if the children are happy and settled. There are systems in place to also record any concerns that do come to light including the whistle blowing procedure, safeguarding procedure, complaints procedure and also the regulatory body in CIW and social care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We first treat every child as an individual within the care home and create a set of expectations tailored to their needs. This will then allow the staff to have a better understanding of the personal care required for each child and how they best meet this. This may also include a set training specifically for that child. The home is also assessed in its suitability for supporting a child and how best it can help them to achieve positive outcomes, the environment can be key to ensuring this is met</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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.	Competent management program Investigation and disciplinary
	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	
<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	
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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	Anti ligature self harm
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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.	7:00 - 22:30
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
<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	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	6
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Harm Anti Ligature
<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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	7:00 - 22:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
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	Kewstoke
Telephone Number	07867420271
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

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 weekly fee payable during the last financial year?	7800
The maximum weekly fee payable during the last financial year?	7800

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?	Regs 73 keyworker session Personal plan reviews

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	There is a split in terms of space outdoors, this is between the front and rear of the property. In the front there are planting areas along with grass for the children to enjoy planting and outdoor games. The rear of property has games, sofas and a shed along with a small area to play.
Provide details of any other facilities to which the residents have access	There is a large kitchen area to develop independent living skills, and also a small office upstairs in the property where the staff base themselves along with the home manager.

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.

<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>Within the home there are systems in place to ensure that the children have the chance to make sure their voices are heard on a daily basis. This includes completing daily reflectors at the end of the day to discuss any issues they may be facing or a general chat about how they are feeling. Further to this the children also have input into their care and support plans every 3 months with managers reviewing them, they give the children the opportunity to discuss how they are within the day to day lives and also any areas they wish to improve on or learn about. The children get weekly planners which they are able to make decisions on their own weeks and how they wish them to look, this is completed on a Sunday and the staff support them in ensuring that they can achieve new things and also get to have their say. The weekly food menu is also something that the children have input into, they will get to say which meals they want each week and all have the chance to have input into this. There is a complaint procedure in place for the children and this is something that they get prompted to follow if they don't feel they are being cared for properly or if they have specific issues in their lives. The children are also offered personal advocacy, this will allow them to have an independent outlook where they can have their voice heard if they feel the house is not meeting this for them.</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>The wellbeing of the children is something that is covered off daily, this will start around getting the children in positive routines and ensure they have the support they need to understand the importance of looking after themselves. This will include showering, eating healthy, brushing teeth, keeping room clean, attending appointments and being active. These tasks can be very difficult for the children to understand with their needs and the homes will put positive reward chart in place to ensure that the children are encouraged and incentives to meet these areas. Key worker sessions are also a big area to where the staff will speak to the children on a one-to-one bases around how best we can support them to look after their selfcare.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is an area which is covered off largely in their reviews, including personal plan reviewing, keyworker sessions, CLA meetings, visits with social worker and advocacy support. These areas are also times whereby the children will have the opportunity to express and concerns around the safety, but most importantly the members of staff and professional involved will be assessing how the children are engaging and responding in these meetings. This will build a picture of if the children are happy and settled. There are systems in place to also record any concerns that do come to light including the whistle blowing procedure, safeguarding procedure, complaints procedure and also the regulatory body in CIW and social care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We first treat every child as an individual within the care home and create a set of expectations tailored to their needs. This will then allow the staff to have a better understanding of the personal care required for each child and how they best meet this. This may also include a set training specifically for that child. The home is also assessed in its suitability for supporting a child and how best it can help them to achieve positive outcomes, the environment can be key to ensuring this is met.</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) 6

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	1
	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.	DOL's	
Contractual Arrangements		
No. of permanent staff	0	
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	
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	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOL's
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
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.	7:00 - 23:00
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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOL's
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
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)	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.	7:00 - 19:00 19:00- 7:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	5
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	Sunny Bank
Telephone Number	07867420271
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	Was not open during this period

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
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 areas around the home for the children to use, this includes a grassed area at the rear of the garden to play games on, there is also a flower bed there to engage them in gardening and t ry and built interests. the front of the property has a patio area to which we promote outdoor living including BBQ and space to eat outside in the summer, this area is also good for arts and crafts, g iants outdoor games and general enjoyment.
Provide details of any other facilities to which the residents have access	There is a company vehicle for the children to go out and enjoy th e community. We also have facilities in the home such as TV, gam es, and plenty of areas in the home for children to enjoy and mak e their own.

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.

<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>Within the home there are systems in place to ensure that the children have the chance to make sure their voices are heard on a daily basis. This includes completing daily reflectors at the end of the day to discuss any issues they may be facing or a general chat about how they are feeling. Further to this the children also have input into their care and support plans every 3 months with managers reviewing them, they give the children the opportunity to discuss how they are within the day to day lives and also any areas they wish to improve on or learn about. The children get weekly planners which they are able to make decisions on their own weeks and how they wish them to look, this is completed on a Sunday and the staff support them in ensuring that they can achieve new things and also get to have their say. The weekly food menu is also something that the children have input into, they will get to say which meals they want each week and all have the chance to have input into this. There is a complaint procedure in place for the children and this is something that they get prompted to follow if they don't feel they are being cared for properly or if they have specific issues in their lives. The children are also offered personal advocacy, this will allow them to have an independent outlook where they can have their voice heard if they feel the house is not meeting this for them.</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>The wellbeing of the children is something that is covered off daily, this will start around getting the children in positive routines and ensure they have the support they need to understand the importance of looking after themselves. This will include showering, eating healthy, brushing teeth, keeping room clean, attending appointments and being active. These tasks can be very difficult for the children to understand with their needs and the homes will put positive reward chart in place to ensure that the children are encouraged and incentives to meet these areas. Key worker sessions are also a big area to where the staff will speak to the children on a one-to-one bases around how best we can support them to look after their selfcare.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This is an area which is covered off largely in their reviews, including personal plan reviewing, keyworker sessions, CLA meetings, visits with social worker and advocacy support. These areas are also times whereby the children will have the opportunity to express and concerns around the safety, but most importantly the members of staff and professional involved will be assessing how the children are engaging and responding in these meetings. This will build a picture of if the children are happy and settled. There are systems in place to also record any concerns that do come to light including the whistle blowing procedure, safeguarding procedure, complaints procedure and also the regulatory body in CIW and social care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We first treat every child as an individual within the care home and create a set of expectations tailored to their needs. This will then allow the staff to have a better understanding of the personal care required for each child and how they best meet this. This may also include a set training specifically for that child. The home is also assessed in its suitability for supporting a child and how best it can help them to achieve positive outcomes, the environment can be key to ensuring this is met.</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) 9

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	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Competent management program Investigations and disciplinary
	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	
<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	

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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	3
Safeguarding	3
Medicine management	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)	3
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.	7:00 - 22:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	0
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6

Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	7:00 - 15:00 1 x staff a day 7:00 - 19:00 1 x staff a day 19:00 - 7:00 1x staff a day
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
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