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.

Provider name:		React Support Services Ltd		
The provider was registered on:		28/02/2019	9	
The following lists the provider conditions:	There are no imposed conditions associated to this provider			
The regulated services delivered by this provider	Domiciliary Care and Support Living – OwmTaf Morgannwg			
were:	Service Type		Domiciliary Support Service	
	Type of Care		None	
	Approval Date		09/11/2022	
	Responsible Individual(s)		Haydn Osborne	
	Manager(s)		Jenna Price	
	Partnership Area		Cwm Taf Morgannwg	
	Service Conditions		There are no conditions associated to this service	
	Cadoc House Service			
	Service Type		Care Home Service	
	Type of Care		Adults Without Nursing	
	Approval Date		29/03/2019	
	Responsible Individual(s)		Haydn Osborne	
	Manager(s)		Ceri-Ann Humphreys	
	Maximum number of places		7	
	Service Conditions		There are no conditions associated to this service	
	St Johns House			
	Service Type		Care Home Service	
	Type of Care		Adults Without Nursing	
	Approval Date		01/03/2019	
	Responsible Individual(s)		Haydn Osborne	
	Manager(s)		Rhian James	
	Maximum number of places		5	
	Service Conditions		There are no conditions associated to this service	

React Support Services Ltd Domiciliary Agency and Supported Living Service	
Service Type Domiciliary Support Service	
Type of Care	None
Approval Date	28/02/2019
Responsible Individual(s)	Haydn Osborne
Manager(s)	Karolina Szyndzielorz, Simon Davies
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Cadoc Service Flats -57	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/04/2019
Responsible Individual(s)	Haydn Osborne
Manager(s)	Ceri-Ann Humphreys
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Cadoc Service Flats -32		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	08/04/2019	
Responsible Individual(s)	Haydn Osborne	
Manager(s)	Ceri-Ann Humphreys	
Maximum number of places	5	
Service Conditions	There are no conditions associated to this service	

Cadoc Service Flats - 62		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	08/04/2019	
Responsible Individual(s)	Haydn Osborne	
Manager(s)	Ceri-Ann Humphreys	
Maximum number of places	2	
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

The Responsible Individual, HR Team, Clinical Lead and Service Development Manager undertake an annual training needs analy sis and create a training and development plan to ensure that staff have the relevant skills and competence to meet the needs of In dividuals. Training needs are identified via Service Specific needs and requirements as identified in the Statement of Purpose, Probationary Reviews, Supervision, Appraisals, Training Feedback, Surveys, Quality Management System and Regulations.

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

Experienced HR Team coordinate React's Recruitment and Retention strategy.

Utilising recruitment channels that are effective at attracting suitable candidates including Refer a Friend Scheme.

We have a robust and thorough recruitment process through the use of Access software.

Employee retention strategies linked to training i.e. Leadership an d Management Development Programme. Incentives including rea I living wage.

Regularly review staffing levels and skill mix via Quality Managem ent System.

Service Profile

Service Details

Name of Service	Cadoc House Service
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Telephone Number	02920758109
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Not Applicable.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2232.50
The maximum weekly fee payable during the last financial year?	7745

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	1
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?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involveme nt in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Ind ividuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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?	0
How many bathrooms have assisted bathing facilities?	0
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	Communal Garden.
Provide details of any other facilities to which the residents have access	None.

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.

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how important it is to develop their knowledge and understanding of the Individual they are supporting. It also addresses how to support Individuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

React's Clinical Team and Manager monitor progress against o utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working towards their goals. Any requests made by the Individual are also included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family.

Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition al training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in place.

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which ref er to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team is available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits every quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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

A Provider Assessment is conducted within seven days of the a dmission date by an Assistant Psychologist or Manager. The Pr ovider Assessment considers the following; personal outcomes and preferences, compatibility, change to risk, the Individuals vi ews, wishes and feelings, wellbeing, health and any specialist n eeds. The initial Personal Care Plan is reviewed and updated d uring the first seven days of commencement of service in line wi th the outcome of the providers assessment. The ongoing revie w of the Individuals progress and support needs is conducted b y the Clinical Team during quarterly Individual Care Reviews an d attendance at Professional Meetings. The Key Worker obtain s the Individual's views and completes key worker reports which are shared at the quarterly Individual Care Reviews. The Key Worker is invited to attend the Individual Care Review in order t o advocate for the Individual. During the review, the Individual's documentation such as their Personal Care Plan, Risk Assessm ent and Positive Support Plans are reviewed and updated whic h include the Individuals views.

Each Individual is allocated a Key Worker prior to admission to the service, who they will meet regularly during transition in order to develop a therapeutic working relationship. The Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family. Should their Key Worker not be available, other staff will assist them at the time the support is required. The staff team promote an environment where the Individuals feel able to discuss any areas of concern and are confident that appropriate action will take place as necessary. At all times, staff will promote privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their goals and aspirations to enable the individual to maintain and develop their self-worth and individuality.

Key Worker Reports and the views on the Individuals Personal Care Plan to establish progress in relation to their goals fall into the following domains; finance and money, Accommodation, per sonal care and physical well-being, education and training, wor k and occupation, parenting or caring relationships, social, cult ural/ spiritual, medical. The Clinical Team identify actions and s upport to ensure the Individual is supported to achieve goals in order to develop their independence and integration into the lo cal community.

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)

20.30

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts		
Tilled diffe federal posts		
No. of staff in word		
No. of staff in post No. of posts vacant	0	
No. of posts vacant	[*	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
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.	Annual Training Programme 2022: Advanced GDPR Basic Life Support COSHH Data Protection including UK GDPR Equality & Diversity Fire Awareness Food Safety Level 1 Food Safety Level 2 Health & Safety Infection Prevention & Control Infection Prevention Control in Community Care Lone Working MCA & DoLS Moving & Handling Inanimate Objects Moving & Handling People Safeguarding and Protection of Adults Self-harm Boots Anaphylaxis Boots Care of Medicines – Advanced Boots Care of Medicines – Foundation Boots Diabetes – Nurse Boots Diabetes – Carer Boots Domiciliary Care Boots Heart Health - Carer Boots PRN Medicines Boots PRN Medicines Boots PRN Medicines Boots Respiratory – Carer EFAAW & Epi Pen (L3)* Company Induction Clinical Induction Key Worker Training Ligature Awareness & knife use Medication Assessment & Workbook Medication Training - classroom PBM Management Development Programme	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	

0

No. of Agency/Bank staff

No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	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. Advanced GDPR Basic Life Support COSHH Data Protection including UK GDPR Equality & Diversity Fire Awareness Food Safety Level 1 Food Safety Level 2 Health & Safety Level 1 Food Safety Level 2 Health & Safety Level 2 Health & Safety Level 1 Food Safety Level 2 Health & Safety Level 3 Health Percentage and Protection of Community Care Love Working & Handling Inanimate Objects Moving & Handling Inanimate Objects Moving & Handling People Safeguarding and Protection of Adults Safety Level 2 Health & Safety Level 3 Health & Handling Inanimate Objects Moving & Handling Inani		
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Does your service structure include roles of this No	qualification to be registered with Social Care	0
· · · · · · · · · · · · · · · · · · ·	Other supervisory staff	
		No

Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	4	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	4	
Manual Handling	4	
Safeguarding	4	
Medicine management	4	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	4	

	Advanced GDPR Basic Life Support COSHH Data Protection including UK GDPR Equality & Diversity Fire Awareness Food Safety Level 1 Food Safety Level 2 Health & Safety Infection Prevention & Control Infection Prevention Control in Community Care Lone Working MCA & DoLS Moving & Handling Inanimate Objects Moving & Handling People Safeguarding and Protection of Adults Self-harm Boots Anaphylaxis Boots Care of Medicines – Advanced Boots Care of Medicines – Foundation Boots Diabetes - Nurse Boots Diabetes - Carer Boots Domiciliary Care Boots Heart Health - Carer Boots Heart Health - Carer Boots PRN Medicines Boots PRN Medicines Boots Patient Pack Dispensing Boots Respiratory – Carer EFAAW & Epi Pen (L3)* Company Induction Clinical Induction Key Worker Training Ligature Awareness & knife use Medication Assessment & Workbook Medication Training - classroom PBM
Contractual Arrangements	
<u> </u>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	
staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
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Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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	d term contact staff by hours worked per week. 4 0 0 Staff Shifts are 8am until 8pm or 8pm until 8am. For the service, based on current occupancy, the ervices operates with 5 Support Workers on days and 3 Support Workers waking nights. We aim to he at least one Senior Support Worker or above of shift. The Manager and Deputy are also on shift Monda
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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.	d term contact staff by hours worked per week. 4 0 0 Staff Shifts are 8am until 8pm or 8pm until 8am. For the service, based on current occupancy, the ervices operates with 5 Support Workers on days and 3 Support Workers waking nights. We aim to he we at least one Senior Support Worker or above of shift. The Manager and Deputy are also on shift Monda

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	17
No. of posts vacant	3

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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	0
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Annual Training Programme 2022: Advanced GDPR Basic Life Support COSHH Data Protection including UK GDPR Equality & Diversity Fire Awareness Food Safety Level 1 Food Safety Level 2 Health & Safety Infection Prevention & Control Infection Prevention Control in Community Care Lone Working MCA & DoLS Moving & Handling Inanimate Objects Moving & Handling People Safeguarding and Protection of Adults Self-harm Boots Anaphylaxis Boots Care of Medicines — Advanced Boots Care of Medicines — Foundation Boots Diabetes - Nurse Boots Diabetes - Carer Boots Domiciliary Care Boots Heart Health - Carer Boots PRN Medicines Boots PRN Medicines Boots PRN Medicines Boots Patient Pack Dispensing Boots Respiratory — Carer EFAAW & Epi Pen (L3)* Company Induction Clinical Induction Key Worker Training Ligature Awareness & knife use Medication Training - classroom PBM

Contractual Arrangements

No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	16
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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shifts are 8am until 8pm or 8pm until 8am. For the service, based on current occupancy, the ervices operates with 5 Support Workers on days nd 3 Support Workers waking nights. We aim to have at least one Senior Support Worker or above o shift. The Manager and Deputy work Monday to Friday.
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	6
Domestic staff	
Does your service structure include roles of this type?	No
type:	
Catering staff	
	No
Catering staff Does your service structure include roles of this	No

Service Profile

Service Details

Name of Service	Cadoc Service Flats - 62

Telephone Number	02920758109
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Not Applicable

Service Provision

People Supported

How many people in total did the service provide care and	2
support to during the last financial year?	

Fees Charged

	The minimum weekly fee payable during the last financial year?	2232.50
Ī	The maximum weekly fee payable during the last financial year?	7745

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?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involveme nt in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Ind ividuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	0
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Garden
Provide details of any other facilities to which the residents have access	The Individuals have their own living room and kitchen area, howe ver they are encouraged to use Cadoc House communal areas in cluding the garden for activities.

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.

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how important it is to develop their knowledge and understanding of the In dividual they are supporting. It also addresses how to support Individuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community. React's Clinical Team and Manager monitor progress against o

utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working t owards their goals. Any requests made by the Individual are als o included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family.

Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition al training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in place.

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which ref er to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team is available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits every quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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

A Provider Assessment is conducted within seven days of the a dmission date by an Assistant Psychologist or Manager. The Pr ovider Assessment considers the following; personal outcomes and preferences, compatibility, change to risk, the Individuals vi ews, wishes and feelings, wellbeing, health and any specialist n eeds. The initial Personal Care Plan is reviewed and updated d uring the first seven days of commencement of service in line wi th the outcome of the providers assessment. The ongoing revie w of the Individuals progress and support needs is conducted b y the Clinical Team during quarterly Individual Care Reviews an d attendance at Professional Meetings. The Key Worker obtain s the Individual's views and completes key worker reports which are shared at the quarterly Individual Care Reviews. The Key Worker is invited to attend the Individual Care Review in order t o advocate for the Individual. During the review, the Individual's documentation such as their Personal Care Plan, Risk Assessm ent and Positive Support Plans are reviewed and updated whic h include the Individuals views.

Each Individual is allocated a Key Worker prior to admission to t he service, who they will meet regularly during transition in orde r to develop a therapeutic working relationship. The Key Worke r will assist with their needs and if they wish, help them to keep i n touch with their friends and family. Should their Key Worker n ot be available, other staff will assist them at the time the suppo rt is required. The staff team promote an environment where th e Individuals feel able to discuss any areas of concern and are confident that appropriate action will take place as necessary. At all times, staff will promote privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their g oals and aspirations to enable the individual to maintain and de velop their self-worth and individuality.

Key Worker Reports and the views on the Individuals Personal Care Plan to establish progress in relation to their goals fall into the following domains; finance and money, Accommodation, per sonal care and physical well-being, education and training, wor k and occupation, parenting or caring relationships, social, cult ural/ spiritual, medical. The Clinical Team identify actions and s upport to ensure the Individual is supported to achieve goals in order to develop their independence and integration into the lo cal community.

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 | 0 31 March)

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

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

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

Other languages used in the provision of the service

Name of Service	Cadoc Service Flats -32
Telephone Number	02920 758109
What is/are the main language(s) through which your service is provided?	English Medium

Not Applicable

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2232.50
The maximum weekly fee payable during the last financial year?	7745

Complaints

	1
What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involveme nt in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Ind ividuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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?	0
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	There is an outside court yard.
Provide details of any other facilities to which the residents have access	The Individuals have their own living room and kitchen area, howe ver they are encouraged to use Cadoc House communal areas in cluding the garden for activities.

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.

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The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

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During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which refer to national and local guidance.

The Quality Manager reviews all incidents and complaints. The services receive support and monitoring from React's Clinical Team which includes; a Consultant Clinical Psychologist, tw

o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

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The Responsible Individual/Operations Director chairs the organisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of raising concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits ever quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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

A Provider Assessment is conducted within seven days of the a dmission date by an Assistant Psychologist or Manager. The Pr ovider Assessment considers the following; personal outcomes and preferences, compatibility, change to risk, the Individuals vi ews, wishes and feelings, wellbeing, health and any specialist n eeds. The initial Personal Care Plan is reviewed and updated d uring the first seven days of commencement of service in line wi th the outcome of the providers assessment. The ongoing revie w of the Individuals progress and support needs is conducted b y the Clinical Team during quarterly Individual Care Reviews an d attendance at Professional Meetings. The Key Worker obtain s the Individual's views and completes key worker reports which are shared at the quarterly Individual Care Reviews. The Key Worker is invited to attend the Individual Care Review in order t o advocate for the Individual. During the review, the Individual's documentation such as their Personal Care Plan, Risk Assessm ent and Positive Support Plans are reviewed and updated whic h include the Individuals views.

Each Individual is allocated a Key Worker prior to admission to t he service, who they will meet regularly during transition in orde r to develop a therapeutic working relationship. The Key Worke r will assist with their needs and if they wish, help them to keep i n touch with their friends and family. Should their Key Worker n ot be available, other staff will assist them at the time the suppo rt is required. The staff team promote an environment where th e Individuals feel able to discuss any areas of concern and are confident that appropriate action will take place as necessary. At all times, staff will promote privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their g oals and aspirations to enable the individual to maintain and de velop their self-worth and individuality.

Key Worker Reports and the views on the Individuals Personal Care Plan to establish progress in relation to their goals fall into the following domains; finance and money, Accommodation, per sonal care and physical well-being, education and training, wor k and occupation, parenting or caring relationships, social, cult ural/ spiritual, medical. The Clinical Team identify actions and s upport to ensure the Individual is supported to achieve goals in order to develop their independence and integration into the lo cal community.

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 | 0 31 March)

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

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

Staff Type	Service Manager		
	Does your service structure include roles of this type?	No	
	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?	No	
	Other social care workers providing direct care		
	Does your service structure include roles of this type?	No	
	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	Cadoc Service Flats -57
Telephone Number	02920758109
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Not Applicable

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	2232.50
The maximum weekly fee payable during the last financial year?	7745

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?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involveme nt in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Ind ividuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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?	0
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Garden
Provide details of any other facilities to which the residents have access	The Individuals have their own living room and kitchen area, howe ver they are encouraged to use Cadoc House communal areas in cluding the garden for activities.

Communicating with people who use the service $% \left(x\right) =\left(x\right) +\left(x$

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how import tant it is to develop their knowledge and understanding of the Individual they are supporting. It also addresses how to support Individuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

React's Clinical Team and Manager monitor progress against o utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working towards their goals. Any requests made by the Individual are als o included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family.

Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition al training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in place.

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which refer to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team is available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits ever quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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

A Provider Assessment is conducted within seven days of the a dmission date by an Assistant Psychologist or Manager. The Pr ovider Assessment considers the following; personal outcomes and preferences, compatibility, change to risk, the Individuals vi ews, wishes and feelings, wellbeing, health and any specialist n eeds. The initial Personal Care Plan is reviewed and updated d uring the first seven days of commencement of service in line wi th the outcome of the providers assessment. The ongoing revie w of the Individuals progress and support needs is conducted b y the Clinical Team during quarterly Individual Care Reviews an d attendance at Professional Meetings. The Key Worker obtain s the Individual's views and completes key worker reports which are shared at the quarterly Individual Care Reviews. The Key Worker is invited to attend the Individual Care Review in order t o advocate for the Individual. During the review, the Individual's documentation such as their Personal Care Plan, Risk Assessm ent and Positive Support Plans are reviewed and updated whic h include the Individuals views.

Each Individual is allocated a Key Worker prior to admission to t he service, who they will meet regularly during transition in orde r to develop a therapeutic working relationship. The Key Worke r will assist with their needs and if they wish, help them to keep i n touch with their friends and family. Should their Key Worker n ot be available, other staff will assist them at the time the suppo rt is required. The staff team promote an environment where th e Individuals feel able to discuss any areas of concern and are confident that appropriate action will take place as necessary. At all times, staff will promote privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their g oals and aspirations to enable the individual to maintain and de velop their self-worth and individuality.

Key Worker Reports and the views on the Individuals Personal Care Plan to establish progress in relation to their goals fall into the following domains; finance and money, Accommodation, per sonal care and physical well-being, education and training, wor k and occupation, parenting or caring relationships, social, cult ural/ spiritual, medical. The Clinical Team identify actions and s upport to ensure the Individual is supported to achieve goals in order to develop their independence and integration into the lo cal community.

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 | 0 31 March)

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

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

Staff Type	Service Manager		
	Does your service structure include roles of this type?	No	
	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?	No	
	Other social care workers providing direct care		
	Does your service structure include roles of this type?	No	
	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	Domiciliary Care and Support Living – Cwm Taf Morgannwg
Telephone Number	02920 758109
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Not Applicable

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	17.50
The maximum hourly rate payable during the last financial year?	17.50

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involvement in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Individuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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.

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how import tant it is to develop their knowledge and understanding of the In dividual they are supporting. It also addresses how to support I ndividuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

React's Clinical Team and Manager monitor progress against o utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working t owards their goals. Any requests made by the Individual are als o included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family.

Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition al training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning tr

React have a Whistleblowing and Safeguarding Policy which ref er to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team i s available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifyi ng any trends and lessons learnt. The Quality Manager comple tes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits every quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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 | 9 31 March)

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

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

Staff Type

Service Manager

Does your service structure include roles of this

Yes

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

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	0	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Manual Handling	0	
Safeguarding	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.		
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 social care worker	0	
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	8	

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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	0
Positive Behaviour Management	7
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3

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	React Support Services Ltd Domiciliary Agency and Supported
	Living Service

Telephone Number	02920758109
What is/are the main language(s) through which your service is provided?	English Medium

	Other languages used in the provision of the service	Not Applicable
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Service Provision

People Supported

How many people in total did the service provide care and	32
support to during the last financial year?	

Fees Charged

The minimum hourly rate payable during the last financial year?	17.50
The maximum hourly rate payable during the last financial year?	17.50

Complaints

What was the total number of formal complaints made during the last financial year?	23
Number of active complaints outstanding	2
Number of complaints upheld	5
Number of complaints partially upheld	11
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them. During the Responsible Individual Regulation 73 visits, the Individ uals are consulted and asked if they have any issues to raise or a ny suggestions for improvements. The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involvement in the organisation e.g. recruitment and training. Individuals are involved in the recruitment process of new staff – interviews and showing them around the services. We also include their feedback during probationary reviews.
	Individuals provide input into the training sessions provided. We also distribute annual Quality of Service Questionnaires to Individuals, staff, relatives and external professionals. The complaints procedure is displayed.

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.

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how important it is to develop their knowledge and understanding of the In dividual they are supporting. It also addresses how to support I ndividuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to achieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

React's Clinical Team and Manager monitor progress against o utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working towards their goals. Any requests made by the Individual are also included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family.

Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition al training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in place.

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also covered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which refer to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team is available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits every quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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)

29.70

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

	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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. or pormanent otali	
No. of Fixed term contracted staff	0
•	0
No. of Fixed term contracted staff	-
No. of Fixed term contracted staff No. of volunteers	0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 0 term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 0 d term contact staff by hours worked per week.

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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	1
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	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

ΙГ

No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcription outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	4
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	26

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'.

not outlined above .		
Induction	15	
Health & Safety	26	
Equality, Diversity & Human Rights	26	
Manual Handling	26	
Safeguarding	26	
Dementia	0	
Positive Behaviour Management	12	
Food Hygiene	26	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	20	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	6	
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)	20	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5	
No. of staff working towards the required/recommended qualification	4	

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	St Johns House
Telephone Number	02920758109

receptione ramber	02020700100
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Not Applicable

Service Provision

People Supported

How many people in total did the service provide care and	6
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	2232.50
The maximum weekly fee payable during the last financial year?	7745

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?	We are committed to pro-actively facilitating and enabling the gen uine involvement of Individuals in the delivery of our services in a way that is meaningful to them.
	During the Responsible Individual Regulation 73 visits, the Individuals are consulted and asked if they have any issues to raise or a ny suggestions for improvements.
	The Responsible Individual holds quarterly Forums where Individu als are invited to attend to discuss; activities, edit the newsletter, provide feedback on the service they receive and have involveme nt in the organisation e.g. recruitment and training.
	Individuals are involved in the recruitment process of new staff – i nterviews and showing them around the services. We also include their feedback during probationary reviews. Individuals provide input into the training sessions provided.
	We also distribute annual Quality of Service Questionnaires to Ind ividuals, staff, relatives and external professionals.
	The complaints procedure is displayed.

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?	0
How many bathrooms have assisted bathing facilities?	0
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	Large garden with decking area.
Provide details of any other facilities to which the residents have access	Communal kitchen area.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

All Key Workers receive Key Worker training which is facilitated by the Clinical Team and the Responsible Individual/Operations Director. Training covers the role of the Key Worker; how important it is to develop their knowledge and understanding of the Individual they are supporting. It also addresses how to support Individuals to have a voice, including documenting their request s, thoughts and feelings in their Personal Care Plans and in the monthly Key Worker Reports.

The Manager takes the lead role in liaising with the Individual a nd their care team to ensure their Personal Care Plans are reflective of each Individual's care pathway.

The Individuals' views, in their own words, are captured in the P ersonal Care Plans for each domain. This allows for their viewp oint and requests to be clearly documented for the React team as well as their community care teams.

The Key Worker Reports and Personal Care Plan are used to e stablish and monitor progress in relation to their goals fall into t he following domains (taken from the Mental Health Measure 20 10, Care and Treatment Plan); finance and money, accommod ation, personal care and physical well-being, education and training, work and occupation, parenting or caring relationships, so cial, cultural or spiritual, medical and other forms of treatment in cluding psychological interventions. The Clinical Team identify actions and support to ensure the Individual is supported to ac hieve goals in order to develop their independence, introduce new opportunities and integration into the local community.

React's Clinical Team and Manager monitor progress against o utcomes during quarterly Individual Care Reviews (ICRs) and a report is shared with the Individual's Team. They also provide g uidance and advice on how to manage challenging behaviours which may present and cause the Individual difficulties working towards their goals. Any requests made by the Individual are als o included in the report.

The complaints procedure is encouraged.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plan e.g. attending physical health appointments, budgeting or cooking sessions. React hold monthly activities which are both recreational and educational.

We encourage all Individuals to engage in services in the local community.

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

All individuals are assessed by a Clinician or the Responsible In dividual/Operations Director prior to being accepted into React. The assessments identify the Individual's mental health, physic al health and social care needs. We ensure that Individuals will have access to the necessary treatment, advice and services fr om healthcare professionals as is necessary. Where individuals require support to access services this is incorporated into the I ndividual's Personal Care Plan. The Personal Care Plans are d eveloped with needs and goals which fall into the following dom ains (taken from the Mental Health Measure 2010, Care and Tr eatment Plan); finance and money, accommodation, personal c are and physical well-being, education and training, work and o ccupation, parenting or caring relationships, social, cultural or s piritual, medical and other forms of treatment including psychol ogical interventions. The Individuals' views, in their own words, are captured in the Personal Care Plans for each domain. This allows for their viewpoint and needs are clearly documented for the React team as well as their community care teams.

Positive Support Plans have been developed for each Individua I detailing how they wish to be supported.

All Individuals complete a weekly Activity Planner with the support of staff. This is for the Individual to plan appointments, 1:1 and communal activities, chores and activities specifically linked to identified outcomes in their Personal Care Plans.

The Individual's Key Worker will assist with their needs and if th ey wish, help them to keep in touch with their friends and family. Individuals are supported to register with a GP, Dentist and oth er services on admission. Any additional physical health needs are detailed in the Individual's Personal Care Plan and addition all training is provided to staff to ensure they can meet the need s

All Individuals are supported to integrate into their local community and find a role that develops their self-esteem and skills whilst expanding their social network. This can range from attending church, voluntary work, paid employment, attending college and workshops. Each service has developed links with the local community in order to identify initiatives and activities locally, we also encourage others to utilise other tools such as the internet to keep up to date with local events.

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

All Individuals are encouraged to develop a contact with the loc al Advocacy service.

Individuals' views are evidenced in their Personal Care Plans to ensure they have a voice in respect of their care and support n eeds. Those who lack capacity have a capacity assessment in place

During Communal Meetings, Individuals are encouraged to rais e any concerns. This is also discussed during Key Working Me etings.

As part of the organisation's Induction programme, staff attend classroom training with the Clinical Team which covers topics s uch as capacity and advocacy. The Responsible Individual deli vers safeguarding classroom training. Safeguarding is also cov ered in the Social Care Wales, All Wales Induction Framework Workbook. All staff complete annual safeguarding e-Learning training.

React have a Whistleblowing and Safeguarding Policy which refer to national and local guidance.

The Quality Manager reviews all incidents and complaints.

The services receive support and monitoring from React's Clini cal Team which includes; a Consultant Clinical Psychologist, tw o Clinical Nurse Specialists, and three Assistant Psychologists. The Clinical Team conduct quarterly Individual Care Reviews to assess the placement progress and review any concerns such as the Individual's vulnerability and risk.

Following incidents relating to safeguarding, The Clinical team is available to provide Reflective Practice sessions in the event of any safeguarding issues.

The Responsible Individual/Operations Director chairs the orga nisation's Quality of Service Meeting. Each department submits a report where they have reviewed and analysed data, identifying any trends and lessons learnt. The Quality Manager completes a report related to incidents and complaints, including those pertaining to safeguarding referrals.

All staff receive supervision as well as the opportunity to attend regular Reflective Practice. Staff are also required to attend Te am Meetings where they are reminded of the importance of rais ing concerns and discussing the types of abuse.

The Responsible Individual conducts Regulation 73 Visits every quarterly where they speak to the Individuals residing at the ser vice, providing them with an opportunity to raise any concerns as well as the Responsible Individual monitoring interactions.

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

A Provider Assessment is conducted within seven days of the a dmission date by an Assistant Psychologist or Manager. The Pr ovider Assessment considers the following; personal outcomes and preferences, compatibility, change to risk, the Individuals vi ews, wishes and feelings, wellbeing, health and any specialist n eeds. The initial Personal Care Plan is reviewed and updated d uring the first seven days of commencement of service in line wi th the outcome of the providers assessment. The ongoing revie w of the Individuals progress and support needs is conducted b y the Clinical Team during quarterly Individual Care Reviews an d attendance at Professional Meetings. The Key Worker obtain s the Individual's views and completes key worker reports which are shared at the quarterly Individual Care Reviews. The Key Worker is invited to attend the Individual Care Review in order t o advocate for the Individual. During the review, the Individual's documentation such as their Personal Care Plan, Risk Assessm ent and Positive Support Plans are reviewed and updated whic h include the Individuals views.

Each Individual is allocated a Key Worker prior to admission to the service, who they will meet regularly during transition in order to develop a therapeutic working relationship. The Key Worker will assist with their needs and if they wish, help them to keep in touch with their friends and family. Should their Key Worker not be available, other staff will assist them at the time the support is required. The staff team promote an environment where the Individuals feel able to discuss any areas of concern and are confident that appropriate action will take place as necessary. At all times, staff will promote privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their goals and aspirations to enable the individual to maintain and develop their self-worth and individuality. #

Key Worker Reports and the views on the Individuals Personal Care Plan to establish progress in relation to their goals fall into the following domains; finance and money, Accommodation, per sonal care and physical well-being, education and training, wor k and occupation, parenting or caring relationships, social, cult ural/ spiritual, medical. The Clinical Team identify actions and s upport to ensure the Individual is supported to achieve goals in order to develop their independence and integration into the lo cal community.

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)

7.10

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts	
•	
No. of staff in post	1
No. of posts vacant	0
not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	1
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
Important: All questions in this section relate spe stated, the information added should be the posi	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia Positiva Pahaviaua Managarant	0
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken	1
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff

Shifts are 8am until 8pm or 8pm until 8am. For the service, based on current occupancy, the services operates with 2 Support Workers on days a d 1 Support Worker waking nights.		
Other social care workers providing direct care		
/es		
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		
)		
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'.		
,		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		

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.	Shifts are 8am until 8pm or 8pm until 8am. For the service, based on current occupancy, the s ervices operates with 2 Support Workers on days a nd 1 Support Worker waking nights.
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	3
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