

# Annual Return 2022/2023

## Provider Information to be published

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

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

Provider name:	Reflexion Care Group Ltd
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The provider was registered on:	23/04/2019
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The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Gwern y Fran	
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Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/12/2020
Responsible Individual(s)	David Roach
Manager(s)	Cassie Bentley-Jones
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Flannel Mill	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/02/2021
Responsible Individual(s)	David Roach
Manager(s)	Robert Bebb
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Croxtan Farmhouse	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	25/11/2021
Responsible Individual(s)	David Roach
Manager(s)	Katrina Tompkins
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Mortons Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Responsible Individual(s)	David Roach
Manager(s)	Adam Hughes
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

The Malt House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Responsible Individual(s)	David Roach
Manager(s)	Rachel Slawson
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Cefn y Rhallt	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/04/2019
Responsible Individual(s)	David Roach
Manager(s)	Keeley Rogers
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	<p>The company has developed a comprehensive six month induction and probation package for all new employees that recognises the Social care induction framework Wales.</p> <p>The Training coordinator ensures that each member of staff has a Personal Development Plan that allows for both identified training needs and individual wishes.</p> <p>All staff have the opportunity to access their QCF level 3, before moving on to the Level 4 and 5 for those in relevant seniority.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment is largely covered by the HR, department who will set specific roles based on need and region. All interviews are completed by the Managers of the homes, to ensure the candidates are the right fit for the children.</p> <p>The company prides itself on its high retention and our focus is on training development and well-being, recognising the demands of what the role entails. The Managers/Senior Managers ensure supervision is utilised along with reflective practice to promote resilience.</p>

#### Service Profile

##### Service Details

Name of Service	Cefn y Rhallt
Telephone Number	01686640714
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	4590
The maximum weekly fee payable during the last financial year?	5650

#### 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?	Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.

#### Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a large garden to the rear of the home, with plenty of space for the children to play ball games or jump on the trampoline.
Provide details of any other facilities to which the residents have access	The home has two large open plan living rooms, which have the ability to be separated if either child wishes some privacy or time apart. Both children will often spend time together and will congregate in the kitchen/dinning room.

#### 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.

Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions.

Both young people speak highly about the care they receive, and demonstrate that they feel heard and supported. Both children fully engage in their placements, from engagement in weekly therapy sessions, through to involving themselves in their LAC reviews. Pleasingly both children with speak with the RI during his visits, or when visiting the office or social settings. Both speak highly about the care they receive and of the homes Manager and team.

The home completes regular key/link worker sessions, which the children engage meaningfully. However, we have identified that at the home can link these sessions to the children's personal plans more consistently to demonstrate how the children effect their plans in a positive way.

One of the homes area of strength is the relaxed and child focused care it provides and this is evidenced consistently in the feedback received by the children's Social Workers. One Social Worker said "I have found Cefn to be an outstanding home for ... they are child focussed, trauma informed and keep ... at the centre of their decision making. The Manager is a responsive and collaborative home manager and always goes above and beyond to advocate for ... and contribute to his planning. "

We are extremely proud of this feedback and we aim to continue with this approach in the coming period and beyond.

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.

Cefn Y Rhallt operates within New Reflexions integrated service of Care, Education and Therapy working in conjunction for the benefit of the child. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The children's health and wellbeing is monitored firstly through the daily observation of the care team. This is overviewed by the Manager of the home through the children's personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in ISM and Team Meetings.

Both children have made positive progression in regards to their overall health and wellbeing, with both playing an active role within this. Both children have attended all routine health appointments and regularly engage in all aspect of the home including weekly therapy sessions. Additional support from the therapist has been provided to support children traversing through any difficult period.

Both children have made consistent and sustained progress throughout this period, demonstrating the methods currently being employed by the home are effective.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>Both children in the home have experienced significant trauma in their lives prior to residing at Cefn y Rhallt, and therefore it can be expected and precipitated that this would directly impact their patterns of presentation. Pleasingly we have seen instances of behaviour reduce as the period has progressed, evidencing clear and consistent progress. Both children have voiced that they feel safe to their local authorities, and via the quality assurance processes.</p> <p>Any allegation of harm has been reported within timescales and investigated as appropriate. All follow up actions as internal investigations, has taken place as per policy.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by both children during this period, and we hope that this progress is sustained moving forward.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.</p> <p>We feel that this has been achieved at Cefn and have had feedback to evidence this. One Social Worker said "The home is well furnished, personalised to the young people's tastes and is a safe, warm and secure environment. The Manager and the staff team communicate with me fluidly around any issues that need to be escalated and I am confident that issues are identified promptly and a joined up response takes place."</p> <p>Also the independent quality assurance feedback recently "The environment at Cefn is a strength of the home – both children benefit from a fantastic living environment which they have been able to personalise. The home has a warm and welcoming feel throughout. The environment is also a safe environment with regular health and safety checks completed to ensure the safety of the young people, staff team and any visitors to the home. I did not see any signs of obvious damage or observe any health and safety concerns as I walked around the building today. All fire exits and routes out of the home were clear and unobstructed."</p> <p>We are proud of the home and the involvement the children have had over their immediate environment. Both children refer to Cefn as their home and we feel that this is evident with their engagement and interaction.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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

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

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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 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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire safety Caring for sexually abused children
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire safety Caring for sexually abused children
<p>Contractual Arrangements</p>	



No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	2
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	Croxton Farmhouse
Telephone Number	01948830863
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

#### People Supported

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

The minimum weekly fee payable during the last financial year?	4814.60
The maximum weekly fee payable during the last financial year?	5747.90

#### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.

#### 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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Croxton Farmhouse has a large garden to the side of the property with plenty of space for relaxation and restoration. The children have chosen to equip the garden with a set of football goals and a trampoline. The garden to the front of the property has space for a vegetable patch, which the Manager is keen to utilise should the children show an active interest.
Provide details of any other facilities to which the residents have access	The home has two large living rooms, which enable the children to have some privacy or time apart, should they wish too. Both children will often spend time together and will congregate in the kitchen/dinning room, or playing computer games in the education room.

#### 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

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.

Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, Social Worker visits, CIW inspections, and individual therapy sessions.

Both young people speak positively about the care they receive, and demonstrate that they feel heard and supported. Both children fully engage in their placements, from engagement in weekly therapy sessions, through to involving themselves in their LAC reviews. One child will happily come and speak with the RI when they are visiting head office, providing updates of what they are currently doing.

The home completes regular key/link worker sessions, which the children engage in meaningfully.

One of the home's areas of strength is the relaxed and child-focused care it provides and this is evidenced consistently in the feedback received by the children's Social Workers. One Social Worker said "I am truly happy with the support provided to ..... I find they understood and offered support according to their needs."

We are extremely proud of this feedback and we aim to continue with this approach in the coming period and beyond.

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.

Croxton Farmhouse operates within New Reflexions integrated service of Care, Education and Therapy working in conjunction for the benefit of the child. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The children's health and wellbeing is monitored firstly through the daily observation of the care team. This is overviewed by the Manager of the home through the children's personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in ISM and Team Meetings.

Both children have made positive progression in regards to their overall health and wellbeing, with both playing an active role within this. Both children will attend regular routine health appointments, although this is a source of stress for them. They also regularly engage in all aspects of the home including weekly therapy sessions.

Both children struggle to communicate their thoughts and feelings and so both are being supported to adapt their communication methods via things such as diaries and letters to express how they feel. This is working very well and allows the team to develop a continuity of care, which is in tune with the children's views and feelings.

Both children have made consistent and sustained progress throughout this period, demonstrating the methods currently being employed by the home are effective.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>Both children in the home have experienced significant trauma in their lives prior to residing at Croxton, and therefore it can be expected and precipitated that this would directly impact their patterns of presentation. Pleasingly we have seen instances of behaviour reduce as the period has progressed, evidencing clear and consistent progress. Both children have voiced that they feel safe to their local authorities, and via the quality assurance processes.</p> <p>Children feel safe and supported and this is evidenced with their engagements and ability to be open in regard to past experiences. The home and integrated service have been adept at providing the necessary support.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by both children during this period, and we hope that this progress is sustained moving forward.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.</p> <p>We feel that this has been achieved at Croxton and this has been evidenced in external QA reports, along with the homes Reg 73 and 80 reporting processes.</p> <p>We are proud of the home and the involvement the children have had over their immediate environment. Both children refer to Croxton as their home and we feel that this is evident with their engagement and interaction.</p> <p>The home operates a 2 day on with 3 days off rota, which each third shift having a fourth day off. Both young people are staffed on a 1:1 staffing ratio.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	7
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

#### Staff Qualifications

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

Deputy service manager

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

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

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>5</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>4</p>
<p>Health &amp; Safety</p>	<p>4</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>4</p>
<p>Infection, prevention &amp; control</p>	<p>4</p>
<p>Manual Handling</p>	<p>4</p>
<p>Safeguarding</p>	<p>4</p>
<p>Medicine management</p>	<p>4</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>5</p>
<p>Food Hygiene</p>	<p>4</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>5</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>5</p>

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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.	The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Flannel Mill
Telephone Number	01686640117
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	4743
The maximum weekly fee payable during the last financial year?	6100



## 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?	Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.

## Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a large garden to the front of the home, with plenty of space to relax and play. The home is situated in and around farmland with plenty of walks nearby.
Provide details of any other facilities to which the residents have access	The home has two large open plan living rooms, which has been individually decorated to the tastes and wishes of each child. The children enjoy relaxing in their living rooms but will come together communally to spend time together in the kitchen/dining room.

## Communicating with people who use the service

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

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions.</p> <p>Both young people are complimentary about their care and have not raised any concern during the Reg 73/80 process or to external QA process.</p> <p>The home completes regular key/link worker sessions, which the children engage meaningfully, and they will take part in weekly young peoples meeting. One child particularly likes computers and will now email the homes manager with requests and suggestions, this helps them process and is happy to wait for the manager to return to the home for a response, which is working particularly well.</p> <p>The home is highly child focused and will adapt their methods to best meet the needs of the children. One social worker said "I am happy with overall care and support ... receives from Flannel Mill."</p> <p>The homes will continue to focus on its high warm, nurturing approach, ensuring each child feels safe and supported.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The Flannel Mill operates within New Reflexions integrated service of Care, Education and Therapy working in conjunction for the benefit of the child. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The childrens health and wellbeing is monitored firstly through the daily observation of the care team. This is overviewed by the Manager of the home through the childrens personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in ISM and Team Meetings.</p> <p>Both children have made positive progression in regards to their overall health and wellbeing, with both playing an active role within this. Both children have attended all routine health appointments and regularly engage in all aspect of the home including weekly therapy sessions.</p> <p>Both children struggle to communicate their thoughts and feelings and so both are being supported to adapt their communication methods to ensure they are receiving the best positive support. It is clear from the Reg 73 visits that the team are attuned to the needs of the children and are able to pinpoint areas which will cause elevated stress.</p> <p>Both children have made consistent and sustained progress throughout this period, demonstrating the methods currently being employed by the home are effective.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>Both children have experienced significant trauma in their lives prior to residing at the Flannel Mill, and therefore it can be expected and precipitated that this would directly impact their patterns of presentation. Pleasingly we have seen instances of behaviour reduce as the period has progressed, evidencing clear and consistent progress. Both children have voiced that they feel safe to their local authorities, and have not raised any concerns via the quality assurance processes.</p> <p>Individualised and catered support has been offered and provided to meet the specific needs of both young people at Flannel Mill. This support is certainly a strength which is evidenced within the home.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by both children during this period, and we hope that this progress is sustained moving forward.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.</p> <p>We feel that this has been achieved at The Flannel Mill, which can be evidenced by the external QA report which states "The environment at Old Flannel Mill is a strength of the home – both children benefit from a fantastic living environment which they have been able to personalise. The home has a warm and welcoming feel throughout. The environment is also a safe environment with regular health and safety checks completed to ensure the safety of the young people, staff team and any visitors to the home. I did not see any signs of obvious damage or observe any health and safety concerns as I walked around the building today. All fire exits and routes out of the home were clear and unobstructed."</p> <p>We are proud of the home and the involvement the children have had over their immediate environment. Both children refer to The Flannel Mill as their home and we feel that this is evident with their engagement, interaction, and personalisation of their bedrooms/living spaces.</p> <p>The home operates a 2 day on with 3 days off rota, which each third shift having a fourth day off. Both young people are staffed on a 1:1 staffing ratio.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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

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

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dealing with bereavement and loss
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home operates a 2 day on with 3 days off rota, which each third shift having a fourth day off. Both young people are staffed on a 2:1 staffing ratio.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature Secure Base Dealing with a bereavement and loss ASD
<p>Contractual Arrangements</p>	

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.
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	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Gwern y Fran
Telephone Number	01490460328
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5763
The maximum weekly fee payable during the last financial year?	8415

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?	Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is equipped with a spacious garden that can be used for various activities and games. the garden has and can be used to grow seasonal vegetables, during the children's placements.
Provide details of any other facilities to which the residents have access	The home has two well equipped lounges for rest, relaxation and play at the end of the day.

Communicating with people who use the service

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

Statement of Compliance



The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, Social Worker visits, CIW inspections.</p> <p>Children are able to express their views throughout their time with us, this is recorded predominantly through Key/Link worker sessions, reflective discussions and house meetings. Due to the short term nature of our placements we have found that capturing feedback from the children can be improved. The home are developing young persons questionnaires in order to make necessary improvements in this area.</p> <p>Although we have highlighted an area for development we have received some lovely feedback from the children regarding their time at Gwern y Fran. One child has chosen to have their birthday present (a watch) engraved with the name of the home as a memento. Another child wrote a letter to the home thanking every member of the team individually and stating that if they could stay they would.</p> <p>We are extremely pleased to see how well all the young people engage within their placement, and that their views on the care they receive are vitally important to us.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Gwern y Fran part of New Reflexions response service and delivers an integrated service of Care, Outdoor Education and Therapy working in conjunction for the benefit of the child. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The children's health and wellbeing is monitored firstly through the daily observation of the care team, and culminates in a completion of a 12 week behavioural assessment. The children's placements are monitored and overseen by the Manager of the home through the children's personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in Team Meetings.</p> <p>The home prides itself on the progress the children achieve and some of the feedback we have received evidences the dedication of the Manager and her team. Feedback received via email thanked the manager and the team for their "unflagging efforts", which is lovely to receive in the knowledge our work is being appreciated.</p> <p>We are extremely proud of the feedback we receive, but even prouder of the progress the children make.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by all children during this period, and we hope that this progress is sustained moving forward.</p>

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

We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.

We are proud of the homely environment the team have created. In a recent external QA the inspector stated "The environment at Gwern is a strength of the home – young people who live at Gwern benefit from a fantastic living environment which is tailored to the response service that Gwern provides."

The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed. The children begin their placements on a 2:1 staffing ratio and after the first 2 weeks we look to reduce their staffing to a 1:1, but is led by risk and behaviour presentation. Pleasingly, the majority of children have been able to reduce their staffing during their placements, which evidences positive progress.

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)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

#### Staff Type

Service Manager

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

#### Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
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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
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Health & Safety	1
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Equality, Diversity & Human Rights	0
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Infection, prevention & control	1
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Manual Handling	1
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Safeguarding	1
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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.	Sexualised behaviour
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification 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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature training MIAS Rec First Aid Missing from care Sexualised Behaviour
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature training MIAS Rec First Aid Missing from care Sexualised Behaviour
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed.
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	6
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	Mortons Lodge
Telephone Number	01678520386
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	5345
The maximum weekly fee payable during the last financial year?	8415

##### 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?	Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.
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#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Mortons Lodge is situated on Capel Celyn on the side of the lake. The home has a spacious garden and large grounds in which the children can play and explore. The homes has animals which many of the children enjoy feeding and looking after.
Provide details of any other facilities to which the residents have access	The home has two lounges in which the children can relax after a busy day. The home provides outdoor experience activities and completes AQA units awards to evidence progress during their placements.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, Social Worker visits, CIW inspections.</p> <p>Children are able to express their views throughout their time with us, this is recorded predominantly through Key/Link worker sessions, reflective discussions and house meetings. Due to the short term nature of our placements we have found that capturing feedback from the children can be improved. The home are developing young persons questionnaires in order to make necessary improvements in this area.</p> <p>We are extremely pleased to see how well all the young people engage within their placement, and that their views on the care they receive are vitally important to us.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Mortons Lodge is part of New Reflexions response service and delivers an integrated service of Care, Outdoor Education and Therapy working in conjunction for the benefit of all children. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The children's health and wellbeing is monitored firstly through the daily observation of the care team, and culminates in a completion of a 12 week behavioural assessment. The children's placements are monitored and overviewed by the Manager of the home through the children's personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in ISM and Team Meetings.</p> <p>Children are consistently achieving in their placements and this has been evidenced through the QA processes in the home. One social Worker said "I honestly have nothing bad to say!" This is just an example of the consistently positive feedback the home receives.</p> <p>We are extremely proud of the feedback we receive, but even prouder of the progress the children make.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by both children during this period, and we hope that this progress is sustained moving forward.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want to the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.</p> <p>Overall the home is well decorated and furnished, however there are areas for ongoing development and improvement. The home receives routine maintenance visits and has a schedule of works over the next coming period to ensure the home remains fit for purpose.</p> <p>The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed. The children begin their placements on a 2:1 staffing ratio and after the first 2 weeks we look to reduce their staffing to a 1:1, but is led by risk and behaviour presentation. Pleasingly, the majority of children have been able to reduce their staffing during their placements, which evidences positive progress.</p>



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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 17

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

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

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Missing from care Self Harm Ligature training

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	7
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE Prevent County Lines MIAS Rec First Aid Self Harm Missing from Care Ligature training
<b>Contractual Arrangements</b>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed.
<b>Staff Qualifications</b>	
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	3
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	10
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>	
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	4
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	12
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE Prevent County Lines MIAS Rec First Aid Self Harm Missing from Care Ligature training
<b>Contractual Arrangements</b>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	The home operates a 2 on and 4 off rota to ensure the children are appropriately staffed. The children begin their placements on a 2:1 staffing ratio and after the first 2 weeks we look to reduce their staffing to a 1:1, but is led by risk and behaviour presentation.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	8
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	The Malt House
Telephone Number	01938580039
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

#### People Supported

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

The minimum weekly fee payable during the last financial year?	4824.60
The maximum weekly fee payable during the last financial year?	6759.19

#### 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?	<p>Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 7 3 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions. The children's views wishes and feelings are paramount to us, as they enable us to promote positive progression, therefore we encourage each child to utilise the method that best suits their communication preferences, and we will tailor/adapt methods when and where necessary.</p>

#### Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	The home has a spacious garden situated to the rear of the home, with enough room to relax, play and newly introduced vegetable patch, which one child is keen to be involved with. The home is situated in the Powys countryside with picturesque views, and several walks accessible from the home.
Provide details of any other facilities to which the residents have access	The home has a fully furnished lounge and an education room in both of which young people complete home work and play computer games.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Children have a plethora of avenues both formal and informal in regards to consultation. Such methods are used but not limited to principally consist of: link/key worker sessions, reflective discussions, external QA consultation, Responsible Individual Regulation 73 and 80 visits, complaints process, access to advocacy services, House/young people's meetings, independence reviews, Social Worker visits, CIW inspections, and individual therapy sessions.</p> <p>Both young people speak highly about the care they receive, and demonstrate that they feel heard and supported. Children engage in all aspects of their placements, from engagement in weekly therapy sessions, through to involving themselves with their LAC reviews. Pleasingly both children will speak with the RI during his visits, or when visiting the office or social settings. Both speak highly about the care they receive and of the homes Manager and team.</p> <p>The home completes regular key/link worker sessions, which the children engage meaningfully.</p> <p>One child recently wrote a letter to the RI requesting some additional funding to support their hobby of racing remote controlled cars. The child was supported by their team to do this and bring the letter in. The RI was happy to respond and was pleased to be able to support this pro social activity. The RI used this as an opportunity to positively re-enforce how well they had been doing recently.</p> <p>We are extremely pleased to see how well both young people engage within their placement, and that their views on the care they receive are vitally important to us.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The Malthouse operates within New Reflexions integrated service of Care, Education and Therapy working in conjunction for the benefit of the child. This approach focuses all professionals to work in conjunction to ensure we are outcome focused. The children's health and wellbeing is monitored firstly through the daily observation of the care team. This is overviewed by the Manager of the home through the children's personal plans, and health plans. Therapeutically, progress is supported via the Secure Base Model and is captured through the AAB and CBC reports. Progress is discussed and reviewed in ISM and Team Meetings.</p> <p>Both children have made positive progression in regards to their overall health and wellbeing, with both playing an active role within this. Both children have attended all routine health appointments and regularly engage in all aspects of the home including weekly therapy sessions. Both children have received cognitive assessments to support the care they receive. Where additional support in regards therapeutic assessments to support children is required, this has been put in place to ensure their complex needs are supported moving forward.</p> <p>Both children have made consistent and sustained progress throughout this period, demonstrating the methods currently being employed by the home are effective.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is proactive in its practice in regard to ensuring the children feel safe and protected, and continually operate with a focus of duty of candour. All relevant information is recorded and shared with the appropriate professionals to ensure a multi-agency approach is adopted when considering and managing risk. All incidents necessitating physical intervention are recorded, shared and followed up within appropriate timescales.</p> <p>Both children in the home have experienced significant trauma in their lives prior to residing at The Malthouse, and therefore it can be expected and precipitated that this would directly impact their patterns of presentation.</p> <p>Periods of dysregulated behaviour have been managed well by an experienced staff team. Pleasingly we have seen instances of problematic behaviour reduce as the period has progressed.</p> <p>The staff team are suitably trained in both mandatory and child specific courses, to ensure the highest quality of care is being provided. The Manager keeps and training matrix and each individual has their own training record.</p> <p>We are pleased with the progress made by both children during this period, and we hope that this progress is sustained moving forward.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We heavily focus on the environment that the children live in, to ensure it meets their individual needs and is as homely as possible. We want the children to invest in their environment and for it to feel like home, as we see that children who feel safe and comfortable, make the best progress.</p> <p>We feel that this has been achieved at the Malthouse and have had feedback to evidence this.</p> <p>One Social Worker and One IRO described the care being received as "excellent" and the independent particularly liked our new carpets stating "It is difficult to overstate what a difference the new carpets have made to overall feel of the home. I have used the phrase "cared for" in my report and I believe this is so important to ensure those living and working in the home feel valued."</p> <p>We are proud of the home and the involvement the children have had over their immediate environment. Both children refer to the Malthouse as their home and we feel that this is evident with their engagement and interaction.</p> <p>The home operates a 2 day on with 3 days off rota, which each third shift having a fourth day off. One young person are staffed on a 2:1 staffing ratio and the other is on a 1:1.</p>



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

Number of posts and staff turnover

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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

Filled and vacant posts

No. of staff in post	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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive Support Impulsive behaviours Playfulness
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	The home operates a 2 day on with 3 days off rota, which each third shift having a forth day off. Both young people are staffed on a 2:1 staffing ratio.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6

Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	12
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ASD Impulsive Behaviour Playfulness CSE County Lines Prevent Attachment Positive Support
<b>Contractual Arrangements</b>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	The home operates a 2 day on with 3 days off rota, which each third shift having a fourth day off. Both young people are staffed on a 2:1 staffing ratio.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	5
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No