

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:	Rise Care Limited	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Morgân	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	06/01/2021
	Responsible Individual(s)	Joshua Palmer
	Manager(s)	Nolan Hulbert
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Ty Glyndŵr	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	11/10/2019
	Responsible Individual(s)	Joshua Palmer
	Manager(s)	Lee Thomas
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Ty Bevan	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	17/12/2018
	Responsible Individual(s)	Joshua Palmer
	Manager(s)	Joshua O'Leary
	Maximum number of places	4
	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>Investment in developing our team through a mixture of face to face and online learning.</p> <p>New connections for safeguarding training and continued working relationships with other training providers.</p> <p>Identified a need to invest in wellbeing training and successfully built a relationship with a knowledgeable wellbeing co-ordinator who delivers training and has helped develop systems in the home.</p> <p>Developed a central system for training planning across our homes to ensure maximum attendance.</p>
--	---

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

Raised salaries above real living wage for all staff, with further financial incentives to complete core training.
Continued recruitment and induction in-house to avoid unnecessary costs of agency recruitment.
All shifts covered by core staff team with no agency staff required.
Investment in training and support for our staff team.
Regular opportunities for staff to discuss issues through team meetings and supervision.

Service Profile

Service Details

Name of Service	Ty Bevan
Telephone Number	01495651029
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
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3950

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people are consulted through:</p> <ul style="list-style-type: none"> Keyworking sessions, with additional focus this year on outcomes planning. Young Persons house meetings with opportunity to discuss home plans, holidays, activities and meal plans. CLA reviews, giving each Young Person the opportunity to discuss the home in detail with external professionals. Suggestions box, Young People are encouraged to make recommendations for improvement of the service we provide. 1:1 meetings with managers and Responsible Individual. Introduction of Responsible Individual questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	1
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	<p>Ty Bevan has a large parking area to the front of the home, available to the Registered Manager, 2x home cars, sleeping in staff and visitors.</p> <p>To the side of the property is gated access to the rear garden, which has a storage shed, BBQ area and seating. Young people are encouraged to make use of the brick shed which is currently being considered for use as a gym.</p> <p>Locally to the home the lake grounds are frequently used for exercise and recreation.</p>
Provide details of any other facilities to which the residents have access	<p>Ty Bevan has a large conservatory adjoining the kitchen diner. This year the Young People elected to turn this into a table tennis area. A full sized table and relevant equipment was purchased for them and has seen the area used more frequently.</p> <p>There is a large loft, which Young People are allowed supervised access to. This is ideal for completing homework when staff assistance is needed and is also used for meetings with professionals and for keyworking.</p>

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Young People at Ty Bevan tell us their voices are heard, they have a choice about their care and support and opportunities are made available to them. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team care for you and support you in the way you want?' with a 100% response of 'mostly' or 'always'.
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.	Young People at Ty Bevan are happy and supported to maintain their ongoing health, development and overall wellbeing. This includes intellectual, social and behavioural development. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the team help you to grow up in the way that you want to?' with a 100% response of 'mostly' or 'always'.
The extent to which people feel safe and protected from abuse and neglect.	Young People at Ty Bevan feel safe and protected from abuse and neglect. We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 26 of the 2016 Act. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team make you feel safe and looked after?' with a 100% response of 'mostly' or 'always'.

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

Young People at Ty Bevan live in accommodation that best supports their wellbeing and achievement of their personal outcomes. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the house and area is a nice place for you to be in?' with a 100% response of 'always'.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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.

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
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.	
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
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	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	4
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4

Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	SRSW: A rolling 6 day rota, e.g.: Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00) into Tue 15hr day 08:00-23:00 + Sleep in (23:00-08:00) into Wed 2hr day 08:00-10:00 Restart on Sunday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	6
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
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.	RSW: A rolling 6 day rota, e.g.: Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00) into Tue 15hr day 08:00-23:00 Restart on Sunday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	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	Ty Glyndŵr
Telephone Number	01443562789
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
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	3950

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people are consulted through:</p> <ul style="list-style-type: none"> Keywording sessions, with additional focus this year on outcomes planning. Young Persons house meetings with opportunity to discuss home plans, holidays, activities and meal plans. CLA reviews, giving each Young Person the opportunity to discuss the home in detail with external professionals. Suggestions box, Young People are encouraged to make recommendations for improvement of the service we provide. 1:1 meetings with managers and Responsible Individual. Introduction of Responsible Individual questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Ty Glyndwr has a large parking area to the side of the home, available to the Registered Manager, 2x home cars, sleeping in staff and visitors. At the rear of this is a double garage which is used by one of the residents for bicycle storage. To the rear of the property is a large garden area, with BBQ and seating to the back of the garage. The main part of the rear garden has currently been cleared awaiting a conversion to useable outdoor space. The front of the property is sloped to the road and laid to lawn. Young people use this area in the summer with picnic blankets etc for relaxation.
Provide details of any other facilities to which the residents have access	Ty Glyndwr has two living rooms, one of these is a quiet games and meeting room and is separate from the main lounge area. There is a very substantial conservatory, which currently has a seating area, table tennis and table football and room for dancing!

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Young People at Ty Glyndwr tell us their voices are heard, they have a choice about their care and support and opportunities are made available to them. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team care for you and support you in the way you want?' with a 100% response of 'always'.
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.	Young People at Ty Glyndwr are happy and supported to maintain their ongoing health, development and overall wellbeing. This includes intellectual, social and behavioural development. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the team help you to grow up in the way that you want to?' with a 100% response of 'always'.
The extent to which people feel safe and protected from abuse and neglect.	Young People at Ty Glyndwr feel safe and protected from abuse and neglect. We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 26 of the 2016 Act. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team make you feel safe and looked after?' with a 100% response of 'always'.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young People at Ty Glyndwr live in accommodation that best supports their wellbeing and achievement of their personal outcomes. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the house and area is a nice place for you to be in?' with a 100% response of 'mostly' or 'always'.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	
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
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.	
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
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	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.	
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
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.	SRSW: A rolling 6 day rota, e.g.: Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00)) into Tue 15hr day 08:00-23:00 + Sleep in (23:00-08:00) into Wed 2hr day 08:00-10:00 Restart on Sunday.
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
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	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
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.	RSW: A rolling 6 day rota, e.g.: Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00) into Tue 15hr day 08:00-23:00 Restart on Sunday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	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	Ty Morgan
Telephone Number	01443520882
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
--	---

Fees Charged

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
---	---

Number of active complaints outstanding	0
---	---

Number of complaints upheld	0
-----------------------------	---

Number of complaints partially upheld	0
---------------------------------------	---

Number of complaints not upheld	0
---------------------------------	---

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people are consulted through: Keyworking sessions, with additional focus this year on outcomes planning. Young Persons house meetings with opportunity to discuss home plans, holidays, activities and meal plans. CLA reviews, giving each Young Person the opportunity to discuss the home in detail with external professionals. Suggestions box, Young People are encouraged to make recommendations for improvement of the service we provide. 1:1 meetings with managers and Responsible Individual. Introduction of Responsible Individual questionnaires.
--	---

Service Environment

How many bedrooms at the service are single rooms?	4
--	---

How many bedrooms at the service are shared rooms?	0
--	---

How many of the bedrooms have en-suite facilities?	0
--	---

How many bathrooms have assisted bathing facilities?	0
--	---

How many communal lounges at the service?	1
---	---

How many dining rooms at the service?	1
---------------------------------------	---

Provide details of any outside space to which the residents have access	Ty Morgan has a large parking area to the front of the home, available to the Registered Manager, 2x home cars, sleeping in staff and visitors. To the side of the property the lounge doors open out into a patio area. Last summer this area was equipped with decking chairs and a paddling pool for the Young People to enjoy. The rear of the property has a raised patio, with seating and a BBQ area. Beyond this is a brick built shed which is being converted into an art room.
---	---

Provide details of any other facilities to which the residents have access	Ty Morgan has a multi-purposed dining area at the back of the kitchen. Whilst this is used for evening meals, the majority of the day the sofas surrounding the dining tables are used for keyworking and informal meetings, whilst the table is used for arts & crafts activities and for nail painting!
--	---

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Young People at Ty Morgan tell us their voices are heard, they have a choice about their care and support and opportunities are made available to them. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team care for you and support you in the way you want?' with a 100% response of 'mostly' or 'always'.
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.	Young People at Ty Morgan are happy and supported to maintain their ongoing health, development and overall wellbeing. This includes intellectual, social and behavioural development. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the team help you to grow up in the way that you want to?' with a 100% response of 'mostly' or 'always'.
The extent to which people feel safe and protected from abuse and neglect.	Young People at Ty Morgan feel safe and protected from abuse and neglect. We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were not fully compliant with all regulations under section 26 of the 2016 Act. We subsequently took actions to improve compliance with the relevant regulations and on reinspection were reassessed as fully compliant. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do the team make you feel safe and looked after?' with a 100% response of 'mostly' or 'always'.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young People at Ty Morgan live in accommodation that best supports their wellbeing and achievement of their personal outcomes. This is evidenced in a March 2023 questionnaire to Young People including the question 'Do you think the house and area is a nice place for you to be in?' with a 100% response of 'mostly' or 'always'.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9
--	---

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

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

Staff Type

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

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

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	0
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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.	A rolling 6 day rota, e.g.: Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00) into Tue 15hr day 08:00-23:00 + Sleep in (23:00-08:00) into Wed 2hr day 08:00-10:00 Restart on Sunday.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	6
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	0

No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </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.	<p>A rolling 6 day rota, e.g.:</p> <p>Mon 13hr day 10:00-23:00 + Sleep in (23:00-08:00)</p> <p>into</p> <p>Tue 15hr day 08:00-23:00</p> <p>Restart on Sunday.</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No