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:	Royal Mencap Society
The provider was registered on:	12/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Mencap Cymru Domiciliary Care Shotton	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	Dewi Ward
	Manager(s)	Tina Routledge
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

	Bryn Siriol Respite Service	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	12/02/2019
	Responsible Individual(s)	Dewi Ward
	Manager(s)	Monica Jeff
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service

	Carmarthenshire	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	Dewi Ward
	Manager(s)	Stephanie Rogers
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

	Mencap Cymru (Aberaeron)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/02/2019
	Responsible Individual(s)	Dewi Ward
	Manager(s)	Jaine Evans
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

	Blaenau Gwent	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	Dewi Ward
	Manager(s)	Stephanie Rogers
	Partnership Area	Gwent
	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	At Mencap Cymru colleagues are encouraged to take responsibility for their own development. Formal learning is made available through Mencap's Learning & Development Team as well as more informal learning opportunities which can support career development and improve performance. A comprehensive induction programme is provided for new colleagues and bespoke training is delivered based on the requirements of the service and the individuals supported .
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We work alongside Mencap's Resourcing Team when recruiting to vacant positions , local networks are utilised such as job boards, centres and recruitment fairs . A ' Refer a Friend' scheme has proven successful in the last 12 months , which has introduced new people to the social care sector for the first time . The people we support are at the centre of selecting who will support them, with creatives ways developed to assist with the selection of their staff team .

Service Profile

Service Details

Name of Service	Blaenau Gwent

Telephone Number	07901712140
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3

Fees Charged

The minimum hourly rate payable during the last financial year?	20.02
The maximum hourly rate payable during the last financial year?	20.02

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?	Regular discussions are held with the people that we support to check that they are happy with the support that they are receiving.

Service Managers are present at the service during the week to monitor the support and pick up on any concerns , suggestions and general feedback on the service provided .

The Area Operational Manager visits the service regularly and talk to the people we support to check that they are happy with the service provided . This is recorded and monitored on our Managers Assurance Tool. |

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. | Our quality assurance framework ensures we are putting the people we support at the centre of their support and supporting them to make their own choices. People are supported to have agency in every aspect of their lives. We support each person to feel empowered when they complete tasks within their daily lives. The Active Support model is used to enable people to participate successfully in meaningful tasks, activities and relationships, gain more control over their lives, develop independence, become more included. Mencap's vision is to support and empower people with a learning disability to have control over their own lives, their inclusion in their communities and should they wish, in challenging societal barriers. 'My Development Plans' are produced utilising strength-based support, breaking tasks into small steps and a series of plans, so that over a period of time individuals can learn how to meet and achieve their outcomes. We encourage individuals to lead person-centred discussions, inviting those they want involved, to determine the support they want to receive and what that looks likes to them. Community mapping is used to support individuals to make local connections, identifying local places, events and activities of interest. We work with the individual to create a plan where they can be supported to explore these confidently. Additionally we have recently started using the Personal Outcome Scale (POS) in conjunction with our quality tools. POS is a validated Quality of Life Tool that allows us to measure the quality of life of the people we support, rather than make assumptions about the things they may want in their life. The tool supports teams to then build plans around supporting each individual to achieve outcomes. To encourage meaningful input from people we support and to support people to lead their person-centred planning sessions; monthly support plan reviews; to invite the people they want involved. When planning individual care and community activities, we provide accessible information suited to their communication needs to support people in making choices. We have recently started piloting storytelling to develop better mental health and agency for those we support and those who support them. |

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.	We support people to be in control of their health and wellbeing through promoting choice, independence and accessing specialist support. We complete health action plans with individuals to understand what support they need. We support a person to consider whether something may affect their health and wellbeing and support them to make healthier choices. We encourage the people we support to attend their annual health checks with their GP and all staff are trained to understand the Learning Disability Care Pathway to help them advocate for people they support in acute health settings. Our Quality of Life framework and monitoring includes the section 'Healthy' – "having less days where you feel unwell or making sure that medical professionals support you well". This framework guides practice for all of our teams. We have produced range of easy read resources for people with a learning disability and their family/carers to enable them to understand their rights in hospital e.g. accessing healthcare, rights in hospital, hospital passports and Covid-19 resources. Our teams receive specialist health training where needed. All of our training is learning disability focused ensuring that it has a thread of tackling health inequalities running through . We have a specialist MCA/DoLs training for managers to ensure they have a thorough understanding of the impact of this legislation in health inequality; our managers then lead workshop sessions with the teams covering how this applies to the relevant concerns of the people they are supporting.
The extent to which people feel safe and protected from abuse and neglect.	Mencap Cymru believes that everyone should have a good quality of life, this means protecting a person's right to live in safety, free from abuse or neglect. We take our duty to protect the people we support from harm or abuse seriously and have 'Zero Tolerance' for abuse in our services. We ensure all staff are trained how to recognise abuse, when someone causes or has been subject to harm or distress, ranging from disrespect to causing someone physical or mental pain. We are open and transparent in our support delivery, ensuring families and friends feel welcome to visit at any time, should the individuals want them to. We have a high standard of governance overseen by our National Safeguarding Panel which is responsible for ensuring we have the right processes, policies and procedures in place. In order to ensure all our staff are able to identify and respond to safeguarding concerns, they all complete our induction and mandatory and compliance training programme which is rigorously tested before they work with the people we support, including: • Safeguarding, • Whistleblowing • Risk assessment/management, • Supporting individuals to understand what abuse is and how to raise concerns, including external reporting (e.g. by using/discussing easy-read Adults at Risk leaflet), • The MCA, DoLs legal frameworks. We aim to ensure all new staff and current staff understand: • Who could be a perpetrator of abuse? • What makes some people more vulnerable to abuse than others? • How could somebody abuse someone without realising? • Can you identify different types of abuse? E.g. Neglect, financial, Psychological, Sexual, Institutional, physical, self-harm. As part of the training, we detail the ways in which safeguarding concerns should be reported, both to the statutory authority in the area (in accordance with their stated requirements) and internally so we can respond and support accordingly. Each incident is reviewed within 24hrs and an action plan is agreed – sometimes the local authority safeguarding team determines this. Safeguarding is regularly re-visited by managers during team meetings. With refresher training annually. Managers receive additional training including Safeguarding for Managers and How to undertake investigations.

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)	8.13

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	2
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

	Contractual Arrangements	
	No. of permanent staff	2

No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	2
No. of part-time staff (16 hours or under per week)	1

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

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?	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
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	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	15
No. of posts vacant	1

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

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

Induction	2
Health & Safety	3

Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	12
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

Contractual Arrangements

No. of permanent staff	14
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)	11
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	1

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	Bryn Siriol Respite Service

Telephone Number	01970630167
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The Welsh Language is used by some support staff when supporting individuals who are supported through this service . Every attempt is made to ensure that Welsh speaking keyworkers are assigned to individuals whose first language is Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14

Fees Charged

The minimum weekly fee payable during the last financial year?	18.95
The maximum weekly fee payable during the last financial year?	18.95

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?	by phone, Teams calls and questionnaires

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?	3
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	Enclosed garden to the rear of the property
Provide details of any other facilities to which the residents have access	Sensory room located to the rear of the property

Communicating with people who use the service

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

British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Assistive technology

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.	Our quality assurance framework ensures we are putting the people we support at the centre of their support and supporting them to make their own choices. People are supported to have agency in every aspect of their lives . We support each person to feel empowered when they complete tasks within their daily lives. The Active Support model is used to enable people to participate successfully in meaningful tasks, activities and relationships, gain more control over their lives, develop independence, become more included. Mencap's vision is to support and empower people with a learning disability to have control over their own lives, their inclusion in their communities and should they wish, in challenging societal barriers. 'My Development Plans' are produced utilising strength-based support, breaking tasks into small steps and a series of plans, so that over a period of time individuals can learn how to meet and achieve their outcomes. We encourage individuals to lead person-centred discussions, inviting those they want involved, to determine the support they want to receive and what that looks likes to them. Community mapping is used to support individuals to make local connections, identifying local places, events and activities of interest. We work with the individual to create a plan where they can be supported to explore these confidently. Additionally we have recently started using the Personal Outcome Scale (POS) in conjunction with our quality tools. POS is a validated Quality of Life Tool that allows us to measure the quality of life of the people we support, rather than make assumptions about the things they may want in their life. The tool supports teams to then build plans around supporting each individual to achieve outcomes. To encourage meaningful input from people we support and to support people to lead their person-centred planning sessions; monthly support plan reviews; to invite the people they want involved. When planning individual care and community activities, we provide accessible information suited to their communication needs to support people in making choices. We have recently started piloting storytelling to develop better mental health and agency for those we support and those who support them.
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.	We support people to be in control of their health and wellbeing through promoting choice, independence and accessing specialist support. We complete health action plans with individuals to understand what support they need. We support a person to consider whether something may affect their health and wellbeing and support them to make healthier choices. We encourage the people we support to attend their annual health checks with their GP and all staff are trained to understand the Learning Disability Care Pathway to help them advocate for people they support in acute health settings. Our Quality of Life framework and monitoring includes the section 'Healthy' – "having less days where you feel unwell or making sure that medical professionals support you well". This framework guides practice for all of our teams. We have produced range of easy read resources for people with a learning disability and their family/carers to enable them to understand their rights in hospital e.g. accessing healthcare, rights in hospital, hospital passports and Covid-19 resources. Our teams receive specialist health training where needed. All of our training is learning disability focused ensuring that it has a thread of tackling health inequalities running through . We have a specialist MCA/DoLs training for managers to ensure they have a thorough understanding of the impact of this legislation in health inequality; our managers then lead workshop sessions with the teams covering how this applies to the relevant concerns of the people they are supporting.

The extent to which people feel safe and protected from abuse and neglect.	Mencap Cymru believes that everyone should have a good quality of life, this means protecting a person's right to live in safety, free from abuse or neglect. We take our duty to protect the people we support from harm or abuse seriously and have 'Zero Tolerance' for abuse in our services. We ensure all staff are trained how to recognise abuse, when someone causes or has been subject to harm or distress, ranging from disrespect to causing someone physical or mental pain. We are open and transparent in our support delivery, ensuring families and friends feel welcome to visit at any time, should the individuals want them to. We have a high standard of governance overseen by our National Safeguarding Panel which is responsible for ensuring we have the right processes, policies and procedures in place. In order to ensure all our staff are able to identify and respond to safeguarding concerns, they all complete our induction and mandatory and compliance training programme which is rigorously tested before they work with the people we support, including: • Safeguarding, • Whistleblowing • Risk assessment/management, • Supporting individuals to understand what abuse is and how to raise concerns, including external reporting (e.g. by using/discussing easy-read Adults at Risk leaflet), • The MCA, DoLs legal frameworks. We aim to ensure all new staff and current staff understand: • Who could be a perpetrator of abuse? • What makes some people more vulnerable to abuse than others? • How could somebody abuse someone without realising? • Can you identify different types of abuse? E.g. Neglect, financial, Psychological, Sexual, Institutional, physical, self-harm. As part of the training, we detail the ways in which safeguarding concerns should be reported, both to the statutory authority in the area (in accordance with their stated requirements) and internally so we can respond and support accordingly. Each incident is reviewed within 24hrs and an action plan is agreed – sometimes the local authority safeguarding team determines this. Safeguarding is regularly re-visited by managers during team meetings. With refresher training annually. Managers receive additional training including Safeguarding for Managers and How to undertake investigations.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Bryn Siriol is a respite service, people do not live at the service but are supported periodically at the service. People have the choice of their preferred room for their stay. They are encouraged to bring personal items for their rooms to help them to feel at home. The manager and team review outcomes support plans and risk assessments every three months. The manager attends annual reviews for the people we support whenever invited, to provide a consistent support approach. Support, equipment and facilities at Bryn Siriol are comprehensive and are used to encourage the work towards a sense of well-being and the achievement of identified outcomes. Feedback and discussions with the people who access the service are used to identify new activities and opportunities and these are regularly reviewed.

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)	8

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and Management in health and Social Care Level 4 & 5

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	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?	No

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	4
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Training

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
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.	16 hour shift including a sleep in shift of 8 hours. average number of staff each shift are 2. 2nd member typically on a 13 hour shift or split shifts of 7 hours or 6 hours. Depending on the needs of the Individual may require a waking night shift, typically 8 hours

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	Carmarthenshire

Telephone Number	02920747588
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The Welsh Language is used by some support staff when supporting individuals who are supported through this service . Every attempt is made to ensure that Welsh speaking keyworkers are assigned to individuals whose first language is Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14

Fees Charged

The minimum hourly rate payable during the last financial year?	18
The maximum hourly rate payable during the last financial year?	18

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	1
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?	The people that we support received 2 monthly meetings to check that they are happy with the support that they are receiving. Service Managers are present at the service throughout the week to monitor the support and pick up on any concerns. The Area Operational Manager visits the service every two months and talks to the people we support to check that they are happy with the service. This is monitored on our Managers Assurance Tool.

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	Yes
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.	Our quality assurance framework ensures we are putting the people we support at the centre of their support and supporting them to make their own choices. People are supported to have agency in every aspect of their lives . We support each person to feel empowered when they complete tasks within their daily lives. The Active Support model is used to enable people to participate successfully in meaningful tasks, activities and relationships, gain more control over their lives, develop independence, become more included. Mencap's vision is to support and empower people with a learning disability to have control over their own lives, their inclusion in their communities and should they wish, in challenging societal barriers. 'My Development Plans' are produced utilising strength-based support, breaking tasks into small steps and a series of plans, so that over a period of time individuals can learn how to meet and achieve their outcomes. We encourage individuals to lead person-centred discussions, inviting those they want involved, to determine the support they want to receive and what that looks likes to them. Community mapping is used to support individuals to make local connections, identifying local places, events and activities of interest. We work with the individual to create a plan where they can be supported to explore these confidently. Additionally we have recently started using the Personal Outcome Scale (POS) in conjunction with our quality tools. POS is a validated Quality of Life Tool that allows us to measure the quality of life of the people we support, rather than make assumptions about the things they may want in their life. The tool supports teams to then build plans around supporting each individual to achieve outcomes. To encourage meaningful input from people we support and to support people to lead their person-centred planning sessions; monthly support plan reviews; to invite the people they want involved. When planning individual care and community activities, we provide accessible information suited to their communication needs to support people in making choices. We have recently started piloting storytelling to develop better mental health and agency for those we support and those who support them.
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.	We support people to be in control of their health and wellbeing through promoting choice, independence and accessing specialist support. We complete health action plans with individuals to understand what support they need. We support a person to consider whether something may affect their health and wellbeing and support them to make healthier choices. We encourage the people we support to attend their annual health checks with their GP and all staff are trained to understand the Learning Disability Care Pathway to help them advocate for people they support in acute health settings. Our Quality of Life framework and monitoring includes the section 'Healthy' – "having less days where you feel unwell or making sure that medical professionals support you well". This framework guides practice for all of our teams. We have produced range of easy read resources for people with a learning disability and their family/carers to enable them to understand their rights in hospital e.g. accessing healthcare, rights in hospital, hospital passports and Covid-19 resources. Our teams receive specialist health training where needed. All of our training is learning disability focused ensuring that it has a thread of tackling health inequalities running through . We have a specialist MCA/DoLs training for managers to ensure they have a thorough understanding of the impact of this legislation in health inequality; our managers then lead workshop sessions with the teams covering how this applies to the relevant concerns of the people they are supporting.

The extent to which people feel safe and protected from abuse and neglect.	Mencap Cymru believes that everyone should have a good quality of life, this means protecting a person's right to live in safety, free from abuse or neglect. We take our duty to protect the people we support from harm or abuse seriously and have 'Zero Tolerance' for abuse in our services. We ensure all staff are trained how to recognise abuse, when someone causes or has been subject to harm or distress, ranging from disrespect to causing someone physical or mental pain. We are open and transparent in our support delivery, ensuring families and friends feel welcome to visit at any time, should the individuals want them to. We have a high standard of governance overseen by our National Safeguarding Panel which is responsible for ensuring we have the right processes, policies and procedures in place. In order to ensure all our staff are able to identify and respond to safeguarding concerns, they all complete our induction and mandatory and compliance training programme which is rigorously tested before they work with the people we support, including: • Safeguarding, • Whistleblowing • Risk assessment/management, • Supporting individuals to understand what abuse is and how to raise concerns, including external reporting (e.g. by using/discussing easy-read Adults at Risk leaflet), • The MCA, DoLs legal frameworks. We aim to ensure all new staff and current staff understand: • Who could be a perpetrator of abuse? • What makes some people more vulnerable to abuse than others? • How could somebody abuse someone without realising? • Can you identify different types of abuse? E.g. Neglect, financial, Psychological, Sexual, Institutional, physical, self-harm. As part of the training, we detail the ways in which safeguarding concerns should be reported, both to the statutory authority in the area (in accordance with their stated requirements) and internally so we can respond and support accordingly. Each incident is reviewed within 24hrs and an action plan is agreed – sometimes the local authority safeguarding team determines this. Safeguarding is regularly re-visited by managers during team meetings. With refresher training annually. Managers receive additional training including Safeguarding for Managers and How to undertake investigations.

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)	43.10

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

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

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	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.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
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?	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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	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	64
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	30
Dementia	0
Positive Behaviour Management	34
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty Safeguards (DoLS) Don't Walk By (Dignity and Respect) Fire Safety GDPR General Data Protection Regulation Infection Prevention and Control Introducing the What Matters Most App Lets Talk About Racism Lone Working and Personal Safety Manual Handling (Objects) Medicines Administration- Part 1 Medicines Administration - Part 2 Medicines: Try It Out Supporting a Person With Their Finances Supporting People Welcome to Mencap (Part 2 of 2) What Matters Most App: Try It Out Your Digital Work Space (Digital Onboarding) Mental Capacity Act - Asha's Story Mental Capacity Act Introduction Moving People Personal Protective Equipment (PPE) Risk Assessment

Contractual Arrangements	

No. of permanent staff	55
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	9
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)	50
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	54
No. of staff working towards the required/recommended qualification	10

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	Mencap Cymru (Aberaeron)

Telephone Number	01545571177
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The Welsh Language is used by some support staff when supporting individuals who are supported through this service . Every attempt is made to ensure that Welsh speaking keyworkers are assigned to individuals whose first language is Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	67

Fees Charged

The minimum hourly rate payable during the last financial year?	17.65
The maximum hourly rate payable during the last financial year?	18.94

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	1
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?	face book party's survey's Mencap events

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	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	widget and easy read

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.	Our quality assurance framework ensures we are putting the people we support at the centre of their support and supporting them to make their own choices. People are supported to have agency in every aspect of their lives . We support each person to feel empowered when they complete tasks within their daily lives. The Active Support model is used to enable people to participate successfully in meaningful tasks, activities and relationships, gain more control over their lives, develop independence, become more included. Mencap's vision is to support and empower people with a learning disability to have control over their own lives, their inclusion in their communities and should they wish, in challenging societal barriers. 'My Development Plans' are produced utilising strength-based support, breaking tasks into small steps and a series of plans, so that over a period of time individuals can learn how to meet and achieve their outcomes. We encourage individuals to lead person-centred discussions, inviting those they want involved, to determine the support they want to receive and what that looks likes to them. Community mapping is used to support individuals to make local connections, identifying local places, events and activities of interest. We work with the individual to create a plan where they can be supported to explore these confidently. Additionally we have recently started using the Personal Outcome Scale (POS) in conjunction with our quality tools. POS is a validated Quality of Life Tool that allows us to measure the quality of life of the people we support, rather than make assumptions about the things they may want in their life. The tool supports teams to then build plans around supporting each individual to achieve outcomes. To encourage meaningful input from people we support and to support people to lead their person-centred planning sessions; monthly support plan reviews; to invite the people they want involved. When planning individual care and community activities, we provide accessible information suited to their communication needs to support people in making choices. We have recently started piloting storytelling to develop better mental health and agency for those we support and those who support them.
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.	We support people to be in control of their health and wellbeing through promoting choice, independence and accessing specialist support. We complete health action plans with individuals to understand what support they need. We support a person to consider whether something may affect their health and wellbeing and support them to make healthier choices. We encourage the people we support to attend their annual health checks with their GP and all staff are trained to understand the Learning Disability Care Pathway to help them advocate for people they support in acute health settings. Our Quality of Life framework and monitoring includes the section 'Healthy' – "having less days where you feel unwell or making sure that medical professionals support you well". This framework guides practice for all of our teams. We have produced range of easy read resources for people with a learning disability and their family/carers to enable them to understand their rights in hospital e.g. accessing healthcare, rights in hospital, hospital passports and Covid-19 resources. Our teams receive specialist health training where needed. All of our training is learning disability focused ensuring that it has a thread of tackling health inequalities running through . We have a specialist MCA/DoLs training for managers to ensure they have a thorough understanding of the impact of this legislation in health inequality; our managers then lead workshop sessions with the teams covering how this applies to the relevant concerns of the people they are supporting.

The extent to which people feel safe and protected from abuse and neglect.	Mencap Cymru believes that everyone should have a good quality of life, this means protecting a person's right to live in safety, free from abuse or neglect. We take our duty to protect the people we support from harm or abuse seriously and have 'Zero Tolerance' for abuse in our services. We ensure all staff are trained how to recognise abuse, when someone causes or has been subject to harm or distress, ranging from disrespect to causing someone physical or mental pain. We are open and transparent in our support delivery, ensuring families and friends feel welcome to visit at any time, should the individuals want them to. We have a high standard of governance overseen by our National Safeguarding Panel which is responsible for ensuring we have the right processes, policies and procedures in place. In order to ensure all our staff are able to identify and respond to safeguarding concerns, they all complete our induction and mandatory and compliance training programme which is rigorously tested before they work with the people we support, including: • Safeguarding, • Whistleblowing • Risk assessment/management, • Supporting individuals to understand what abuse is and how to raise concerns, including external reporting (e.g. by using/discussing easy-read Adults at Risk leaflet), • The MCA, DoLs legal frameworks. We aim to ensure all new staff and current staff understand: • Who could be a perpetrator of abuse? • What makes some people more vulnerable to abuse than others? • How could somebody abuse someone without realising? • Can you identify different types of abuse? E.g. Neglect, financial, Psychological, Sexual, Institutional, physical, self-harm. As part of the training, we detail the ways in which safeguarding concerns should be reported, both to the statutory authority in the area (in accordance with their stated requirements) and internally so we can respond and support accordingly. Each incident is reviewed within 24hrs and an action plan is agreed – sometimes the local authority safeguarding team determines this. Safeguarding is regularly re-visited by managers during team meetings. With refresher training annually. Managers receive additional training including Safeguarding for Managers and How to undertake investigations.

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)	110

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	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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	2
Positive Behaviour Management	7
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOLS / MCA / Specific training identified / First Aid / PBS / POS / investigation /Finance / GDPR SU Finance / Medication

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	7
No. of part-time staff (17-34 hours per week)	1
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	6
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

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	4
No. of posts vacant	0

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MCA/Dols/ Finance / GDPR / Medication /PBS / specific training per service

> Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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

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

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	128
No. of posts vacant	1

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

Induction	128
Health & Safety	128
Equality, Diversity & Human Rights	128
Manual Handling	128
Safeguarding	128
Dementia	31
Positive Behaviour Management	45
Food Hygiene	128
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR / MCA / DOLs / SU Finance / Medication / PBS / Person we support specific EG: Epilepsy / Diabetes / Mental Health / Autisum / TC

> Contractual Arrangements

No. of permanent staff	128
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	16

> 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)	51
No. of part-time staff (17-34 hours per week)	69
No. of part-time staff (16 hours or under per week)	8

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	97
No. of staff working towards the required/recommended qualification	31

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Are Admin

> Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR / First Aid / Other online training opertunities

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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Mencap Cymru Domiciliary Care Shotton

Telephone Number	01244507001
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	The Welsh Language is used by some support staff when supporting individuals who are supported through this service . Every attempt is made to ensure that Welsh speaking keyworkers are assigned to individuals whose first language is Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30

Fees Charged

The minimum hourly rate payable during the last financial year?	17.70
The maximum hourly rate payable during the last financial year?	17.70

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	A survey was circulated amongst all the people we support, including their family & friends. Regular meetings are held with the people we support for their feedback. We have an open door policy with everyone having access to management contact details.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Tablet.

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.	Our quality assurance framework ensures we are putting the people we support at the centre of their support and supporting them to make their own choices. People are supported to have agency in every aspect of their lives. We support each person to feel empowered when they complete tasks within their daily lives. The Active Support model is used to enable people to participate successfully in meaningful tasks, activities and relationships, gain more control over their lives, develop independence, become more included. Mencap's vision is to support and empower people with a learning disability to have control over their own lives, their inclusion in their communities and should they wish, in challenging societal barriers. 'My Development Plans' are produced utilising strength-based support, breaking tasks into small steps and a series of plans, so that over a period of time individuals can learn how to meet and achieve their outcomes. We encourage individuals to lead person-centred discussions, inviting those they want involved, to determine the support they want to receive and what that looks likes to them. Community mapping is used to support individuals to make local connections, identifying local places, events and activities of interest. We work with the individual to create a plan where they can be supported to explore these confidently. Additionally we have recently started using the Personal Outcome Scale (POS) in conjunction with our quality tools. POS is a validated Quality of Life Tool that allows us to measure the quality of life of the people we support, rather than make assumptions about the things they may want in their life. The tool supports teams to then build plans around supporting each individual to achieve outcomes. To encourage meaningful input from people we support and to support people to lead their person-centred planning sessions; monthly support plan reviews; to invite the people they want involved. When planning individual care and community activities, we provide accessible information suited to their communication needs to support people in making choices. We have recently started piloting storytelling to develop better mental health and agency for those we support and those who support them.
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.	We support people to be in control of their health and wellbeing through promoting choice, independence and accessing specialist support. We complete health action plans with individuals to understand what support they need. We support a person to consider whether something may affect their health and wellbeing and support them to make healthier choices. We encourage the people we support to attend their annual health checks with their GP and all staff are trained to understand the Learning Disability Care Pathway to help them advocate for people they support in acute health settings. Our Quality of Life framework and monitoring includes the section 'Healthy' – "having less days where you feel unwell or making sure that medical professionals support you well". This framework guides practice for all of our teams. We have produced range of easy read resources for people with a learning disability and their family/carers to enable them to understand their rights in hospital e.g. accessing healthcare, rights in hospital, hospital passports and Covid-19 resources. Our teams receive specialist health training where needed. All of our training is learning disability focused ensuring that it has a thread of tackling health inequalities running through . We have a specialist MCA/DoLs training for managers to ensure they have a thorough understanding of the impact of this legislation in health inequality; our managers then lead workshop sessions with the teams covering how this applies to the relevant concerns of the people they are supporting.

The extent to which people feel safe and protected from abuse and neglect.	Mencap Cymru believes that everyone should have a good quality of life, this means protecting a person's right to live in safety, free from abuse or neglect. We take our duty to protect the people we support from harm or abuse seriously and have 'Zero Tolerance' for abuse in our services. We ensure all staff are trained how to recognise abuse, when someone causes or has been subject to harm or distress, ranging from disrespect to causing someone physical or mental pain. We are open and transparent in our support delivery, ensuring families and friends feel welcome to visit at any time, should the individuals want them to. We have a high standard of governance overseen by our National Safeguarding Panel which is responsible for ensuring we have the right processes, policies and procedures in place. In order to ensure all our staff are able to identify and respond to safeguarding concerns, they all complete our induction and mandatory and compliance training programme which is rigorously tested before they work with the people we support, including: • Safeguarding, • Whistleblowing • Risk assessment/management, • Supporting individuals to understand what abuse is and how to raise concerns, including external reporting (e.g. by using/discussing easy-read Adults at Risk leaflet), • The MCA, DoLs legal frameworks. We aim to ensure all new staff and current staff understand: • Who could be a perpetrator of abuse? • What makes some people more vulnerable to abuse than others? • How could somebody abuse someone without realising? • Can you identify different types of abuse? E.g. Neglect, financial, Psychological, Sexual, Institutional, physical, self-harm. As part of the training, we detail the ways in which safeguarding concerns should be reported, both to the statutory authority in the area (in accordance with their stated requirements) and internally so we can respond and support accordingly. Each incident is reviewed within 24hrs and an action plan is agreed – sometimes the local authority safeguarding team determines this. Safeguarding is regularly re-visited by managers during team meetings. With refresher training annually. Managers receive additional training including Safeguarding for Managers and How to undertake investigations.

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)	32

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	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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	we have several annual courses undertaken

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)	2
No. of part-time staff (17-34 hours per week)	1
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

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	29
No. of posts vacant	2

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

Induction	8
Health & Safety	32
Equality, Diversity & Human Rights	32
Manual Handling	32
Safeguarding	32
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	We have several mandatory and compulsory courses refreshed annually

Contractual Arrangements

No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	15
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	8

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	6

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Area Administrator

Filled and vacant posts	

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

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

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

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

Contractual Arrangements	

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

Staff Qualifications	

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0