Annual Return 2022/2023

2023.			and its associated services on the 31st March This information displayed will be included in the
published Annual Retu			
Provider name:		Stepping Str	ones Care Services (South Wales) Limited
The provider was registered	on.	29/10/2018	Shes Care Services (South Wales) Limited
The following lists the provider conditions:	There are no imposed conditions as		provider
The regulated services delivered by this provider	Ffordd y Gyfraith Farm		
were:	Service Type		Care Home Service
	Type of Care		Childrens Home
	Approval Date		01/09/2020
	Responsible Individual(s)		Daniel Willis
	Manager(s)		Cassie Leggett
	Maximum number of places		4
	Service Conditions		There are no conditions associated to this service
	Penyparc Farm		
	Service Type		Care Home Service
	Type of Care		Childrens Home
	Approval Date		01/02/2020
	Responsible Individual(s)		Daniel Willis
	Manager(s)		Stephen Royds
	Maximum number of places		4
	Service Conditions		There are no conditions associated to this service
	The Old Rectory		
	Service Type		Care Home Service
	Type of Care		Childrens Home
	Approval Date		13/10/2021
	Responsible Individual(s)		Daniel Willis
	Manager(s)		Elizabeth Crowhurst
	Maximum number of places		4
	Service Conditions		There are no conditions associated to this service
	The Farm		
	Service Type		Care Home Service
	Type of Care		Childrens Home
	Approval Date		16/11/2018
	Responsible Individual(s)		Daniel Willis
	Manager(s)		Claire Dobney
	Maximum number of places		4
	Service Conditions There are no conditions associated to this se		There are no conditions associated to this service

Green Court Mll	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/11/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Elena Evstafieva, lan Price
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Rhiwinder House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	30/10/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Sarah Mounty
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
	1
Nant Y Fedwen	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/11/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Emma Roberts
Manager(s) Maximum number of places	Emma Roberts 4
Maximum number of places	4
Maximum number of places	4
Maximum number of places Service Conditions	4
Maximum number of places Service Conditions Cefn Cottage	4 There are no conditions associated to this service
Maximum number of places Service Conditions Cefn Cottage Service Type	4 There are no conditions associated to this service Care Home Service
Maximum number of places Service Conditions Cefn Cottage Service Type Type of Care	4 There are no conditions associated to this service Care Home Service Childrens Home
Maximum number of places Service Conditions Cefn Cottage Service Type Type of Care Approval Date	4 There are no conditions associated to this service Care Home Service Childrens Home 29/10/2018
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Maximum number of places Service Conditions Cefn Cottage Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Old Gatehouse Service Type Type of Care Approval Date Responsible Individual(s)	4 There are no conditions associated to this service Care Home Service Childrens Home 29/10/2018 Daniel Willis Elena Evstafieva 4 There are no conditions associated to this service Care Home Service Care Home Service Care Home Service Childrens Home 02/11/2018 Daniel Willis
Maximum number of places Service Conditions Cefn Cottage Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Old Gatehouse Service Type Type of Care Approval Date Responsible Individual(s) Manager(s)	4 There are no conditions associated to this service Care Home Service Childrens Home 29/10/2018 Daniel Willis Elena Evstafieva 4 There are no conditions associated to this service Care Home Service Childrens Home 02/11/2018 Daniel Willis Care Home Service Childrens Home 02/11/2018 Daniel Willis Carl Cerasuolo 4
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Responsib	le Individual(s)	Daniel Willis
Manager(s)	Cassie Leggett
Maximum r	number of places	4
Service Co	onditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have introduced a new Training Needs Analysis document that t managers are utilising to assess training needs. We have commi- tted to an online training programme with Care Skills Academy del ivering mandatory training to our staff from the point of induction. We have developed relationships with external providers Safe Ap proach Ltd to deliver our restrictive physical intervention training and the Behaviour Clinic to deliver their TRIBE residential model of f care across our organisation.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Real Living Wage introduced commencing 1st December 2023 to assist in recruitment and retention.

Service Details

Name of Service	Cefn Cottage
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Telephone Number	01873840592
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

How many people in total did the service provide care and	6
support to during the last financial year?	
es Charged	
es Charged	
es Charged The minimum weekly fee payable during the last financial year?	2800

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	
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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	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	NA

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

Statement of Compliance

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The Responsible Individual must prepare the statement of compliance.

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

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a young g person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti- cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen- tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many c
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.	 Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below. Key working sessions to help with their emotional resilience a d wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences so rissues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of E rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and ph sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys Barod, Barnados CSE specialists etc. to address specific issues s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in the lives of their overall wellbeing. At Stepping Stones we ensure all health care services are co sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are im lemented if they are not thriving. Our homes receive monthly consultations from The Behaviou Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing throug heaping. Our homes support, encourage and facilitate young peop

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by provi ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriatel y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi- agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followe d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise con cerns or complaints to develop their sense of feeling safe and li stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sour reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en- sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over their r living space. Facilities within the home are provided and update ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.

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 10 31 March)

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

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

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

Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial years Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
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.	PMVA Training x1	
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 spe-	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	

	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	0 Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	0 Yes

No. of posts vacant	1
Training undertaken during the last financial yea	ar for this role type.
Set out the number of staff who undertook relev provided is only a sample of the training that ma	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
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		
Domestic staff			
Does your service structure include roles of this type?	No		
Catering staff			
Does your service structure include roles of this type?	No		
Other types of staff			
Does your service structure include any additional role types other than those already listed?	Yes		
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker		
Filled and vacant posts			
No. of staff in post	5		
No. of posts vacant	1		
	I		
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed		
Induction	3		
Health & Safety	6		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	5		
Manual Handling	0		
Safeguarding	6		
Medicine management	6		
Dementia	0		
Positive Behaviour Management	0		
Food Hygiene	4		
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	1		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	4		
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	4

Service Details

	Name of Service	Ffordd y Gyfraith Farm
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Telephone Number	01656743786
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2800	
The maximum weekly fee payable during the last financial year?	3857	

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

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?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outside area plus allotment. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly activities. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d ecisions are made or have been made.
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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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over thei r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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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)

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 type?	of this	Yes
			cifically to this role type only. Unless otherwise tion 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
	provided is only a sample of the trainin	ook releva g that may	r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
	Induction		0

Lealth & Cafaty	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control		
Manual Handling	0	
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.	PMVA Training x1	
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	0	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	۲ ۲	

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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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? Important: All questions in this section relate spe stated the information added should be the pos	
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 2
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0 2 2 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0 2 0 2 0 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0 2
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0 2 0 2 2 0 2 0 2 2 0 2 0 2 2 2 2 2 2 2 2 3
Does your service structure include roles of this type? Important: All questions in this section relate spectrates stated, the information added should be the possion of the information added should be the possion. Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 0 2 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0 2 0
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Contractual Arrangements		
Contractual Arrangements		
No. of permanent staff	0	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker	
Filled and vacant posts		
Filled and vacant posts No. of staff in post	0	

Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not list
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	Green Court Mill
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Telephone Number	01873856958
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?	6	
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Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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 have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

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	Extensive gardens and outdoor area including basketball court. Al lotment area. Rural location
Provide details of any other facilities to which the residents have access	NA

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.

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d ecisions are made or have been made.

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over thei r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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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)

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	ervice Manager	
	es your service structure include roles of this be?	Yes
E	Important: All questions in this section relate spectra stated, the information added should be the positive stated and the information added should be the positive stated and the state of the state o	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
	Filled and vacant posts	
No	. of staff in post	0
No	of posts vacant	1
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Ind	luction	0

1
1
1
0
1
1
0
1
1
PMVA Training x1
0
0
0
0
0
0
0
Yes
Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
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cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.

Food Hygiene	1		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1		
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		
Does your service structure include roles of this type? Important: All questions in this section relate spe			
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise		
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise		
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
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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)	1	
No. of part-time staff (17-34 hours per week)	2	
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	3	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker	
Filled and vacant posts		
No. of staff in post	6	

No. of posts vacant	0
provided is only a sample of the training that	Il year for this role type. relevant training. The list of training categories It may have been undertaken. Any training not listed nal training undertaken pertinent for this role which is
Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	2
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	9
Please outline any additional training undertake 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 hou staff	urs) 1
Outline below the number of permanent and	I fixed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week	;) 5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per we	ek) 0
Staff Qualifications	
	2
No. of staff who have the required qualification	2

ice Details	
Name of Service	Malpas Meadows
Telephone Number	01443716404
Telephone Number What is/are the main language(s) through which your service is provided?	

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 weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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	2
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 have the opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a wee kly basis during their house meetings. In house key working sessi on also provide young people with the opportunity to raise any th oughts or wishes they may have on the running of the service. Ve rbal consultations are conducted with the young people by the Re sponsible Individual during statutory regulation 73 inspections in a ddition to regular discussions with the Operations team. More for mal consultation are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and remind ed of the formal complaints process within the homes and support ed through the process when required.

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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have inpu t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d ecisions are made or have been made.

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over thei r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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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)

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 type?	of this	Yes	
		Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
	Filled and vacant posts			
	No. of staff in post		1	
	No. of posts vacant		0	
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
	Induction		0	

Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
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.	PMVA Training x1	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
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	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
	·	

Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken	PMVA Training x1
pertinent to this role which is not outlined above.	_
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the positi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 0 3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 0 3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 0 3 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 0 3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 0
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated added to positive stated added to positive stated added to positive stated added to positive any additional transitional transition and the stated added to positive state stated added to positive state states and positive states and positive states added to posite states added to positive states added to po	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 0 3 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 0 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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2

provided is only a sample of the training that ma can be added to 'Please outline any additional not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not liste raining undertaken pertinent for this role which
Induction	8
Health & Safety	9
Equality, Diversity & Human Rights	2
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	PMVA Training x9
No. of permanent staff	4
No. of permanent staff No. of Fixed term contracted staff	4 0
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 2 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 2 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 2 0 ed term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 2 0 ed term contact staff by hours worked per week. 3
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 2 0 ed term contact staff by hours worked per week 3 1
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 2 0 ed term contact staff by hours worked per week 3 1

ice Details	
Name of Service	Nant Y Fedwen
Telephone Number	01639702932
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?	2800
The maximum weekly fee payable during the last financial year?	3857

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 have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outdoor area including playground/activity area
Provide details of any other facilities to which the residents have access	NA

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)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

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

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d ecisions are made or have been made.
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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have inpu t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d ecisions are made or have been made

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by provi ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriatel y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi- agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followe d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise con cerns or complaints to develop their sense of feeling safe and li stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sour reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en- sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over their r living space. Facilities within the home are provided and update ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 10 31 March)

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

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

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 years Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed		
Induction	0		
Health & Safety	1		
Equality, Diversity & Human Rights	1		
Infection, prevention & control	1		
Manual Handling	0		
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.	PMVA Training x1		
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 spe-	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.		

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
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 spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	

No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	<u>+</u>
•	
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
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		
Domestic staff			
Does your service structure include roles of this type?	No		
Catering staff			
Does your service structure include roles of this type?	No		
Other types of staff			
Does your service structure include any additional role types other than those already listed?	Yes		
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker		
Filled and vacant posts			
No. of staff in post	5		
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	7		
Health & Safety	10		
Equality, Diversity & Human Rights	5		
Infection, prevention & control	10		
Manual Handling	0		
Safeguarding	10		
Medicine management	10		
Dementia	0		
Positive Behaviour Management	5		
Food Hygiene	10		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x10		
Contractual Arrangements			
No. of permanent staff	4		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	1		
No. of Non-guaranteed hours contract (zero hours) staff	1		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	5

Service Profile

Service Details

		Name of Service	Old Gatehouse
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Telephone Number	01685813632
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	4

Fees Charged

The minimum weekly fee payable during the last financial year?	2800	
The maximum weekly fee payable during the last financial year?	3857	

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 have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

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	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express thei r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over their r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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Number of posts and staff turnover

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

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

Staff Type	Service Manager	
	loes your service structure include roles of this /pe?	Yes
	Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
	Filled and vacant posts	
N	lo. of staff in post	1
Ν	o. of posts vacant	0
	Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories / have been undertaken. Any training not listed
In	nduction	1

Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	0	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2	
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 No. of staff working toward required/recommended qualification to be registered with Social Care	0	
Wales as a Service Manager		
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	0
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	1
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	
	Yes
Does your service structure include roles of this type?	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	tion as of the 31st March of the last financial year. 2 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	tion as of the 31st March of the last financial year. 2 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	tion as of the 31st March of the last financial year. 2 1 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	2 1 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	2 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 3
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	2 1 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 3 2
type? Important: All questions in this section relate spestated, the information added should be the positive stated, the information added to post the training that may can be added to 'Please outline any additional transition added to 'Please outline any additional transitional transition added to 'Please outline any additional transitional transition added to 'Please outline any additional transition added to 'Please outline any additional transition added to 'Please outline any additional transitional transition added to 'Please outline any additional transitional transition added to 'Please outline any additional transition added to 'Please outline any additional transition additexterion additerion additionadditerion additionadditeri	tion as of the 31st March of the last financial year. 2 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 3 2 3 3

0 2 3 PMVA Training x3
3
2
0
0
0
0
ed term contact staff by hours worked per week.
2
0
0
-
2
0
No
No
No
Т
No
No
No
Yes

List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not liste
Induction	7
Health & Safety	11
Equality, Diversity & Human Rights	2
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	3
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x11
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	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per weel
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended	6

vice Profile		
Service Details		
Name of Service	Penyparc Farm	

Telephone Number	01873857043
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?	2800	
The maximum weekly fee payable during the last financial year?	3857	

Complaints

What was the total number of formal complaints made during the	0
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 have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

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	Garden and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	NA

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)

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express their r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly menus. • Planning weekly menus. • Involvement in bi-annual Quality of Care Reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can
	COSIONS ALE MADE OF MAVE DECITINALE.

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal butcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint in the décor of the home to give ownership and pride over thei r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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Number of posts and staff turnover

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

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

Staff Type	Service Manager		
	Does your service structure include roles type?	of this	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
	Filled and vacant posts		
	No. of staff in post		1
	No. of posts vacant		0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not liste can be added to 'Please outline any additional training undertaken pertinent for this role which not outlined above'.		ant training. The list of training categories / have been undertaken. Any training not listed
	Induction		1

Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1	
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)	0	
staff		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
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	2	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	2	
	-	

Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
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
The of partaine stan (10 hours of under per week)	~
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 spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	tion as of the 31st March of the last financial year. 1 2 r for this role type. nt training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	tion as of the 31st March of the last financial year. 1 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	tion as of the 31st March of the last financial year. 1 2 r for this role type. nt training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	tion as of the 31st March of the last financial year. 1 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 0
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	tion as of the 31st March of the last financial year. 1 2 r for this role type. r for this role type. nut training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 0 3

Dementia	0		
Positive Behaviour Management	2		
Food Hygiene	3		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3		
Contractual Arrangements			
No. of permanent staff	1		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	2		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1		
No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week)	0		
Staff Qualifications	+		
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		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	No		
Other social care workers providing direct care			
Does your service structure include roles of this type?	No		
Domestic staff			
Does your service structure include roles of this type?	No		
Catering staff			
Does your service structure include roles of this type?	No		
Other types of staff			
Does your service structure include any additional role types other than those already listed?	Yes		

List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial yes Set out the number of staff who undertook relev provided is only a sample of the training that me can be added to 'Please outline any additional not outlined above'.	vant training. The list of training categories ay have been undertaken. Any training not liste
Induction	4
Health & Safety	10
Equality, Diversity & Human Rights	2
Infection, prevention & control	10
Manual Handling	0
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	3
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x10
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked per week
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended	5

Servic	Service Profile				
Se	vice Details				
	Name of Service	Rhiwinder House			

Telephone Number	01443674173
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?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	6
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?	Young people have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

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	Extensive gardens and outdoor area. Rural location	
Provide details of any other facilities to which the residents have access	NA	

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)

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express their r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve
	ulties and allowing them to identify, in a safe and non-judgemen
	ecisions are made or have been made.

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal butcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint in the décor of the home to give ownership and pride over thei r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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Number of posts and staff turnover

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

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

Staff Type	Service Manager			
	Does your service structure include roles type?	of this	Yes	
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
	Filled and vacant posts			
	No. of staff in post		1	
	No. of posts vacant		0	
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
	Induction		1	

Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
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.	PMVA Training x1 Autism Training x1	
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)	0	
staff		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
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	0	
Infection, prevention & control	1	
	<u> </u>	

Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
	1
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	
	Yes
Does your service structure include roles of this type?	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 4
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 4 2
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 4 2 4

Dementia	0
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x4 Autism Training x3
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	•
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
Nursing core staff	
Nursing care staff	Ι
Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Registered nurses	No
type?	No
type? Registered nurses Does your service structure include roles of this	
type? Registered nurses Does your service structure include roles of this type?	
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type?	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type?	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type?	No
type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	No No No No No No No

List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories ay have been undertaken. Any training not liste
Induction	7
Health & Safety	9
Equality, Diversity & Human Rights	4
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	4
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x9 Autism Training x9
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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)	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	4

Service Profile		
Service Details		
Name of Service	The Farm	

Telephone Number	01446775686
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?	2800
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Young people have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required

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	Extensive gardens and outdoor area. Rural locations
Provide details of any other facilities to which the residents have access	NA

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)

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.	At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express their r wishes and feelings, feel listened to and have input into all as pects of their lives. We instil this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly menus. • Planning weekly menus. • Planning weekly menus. • Involvement in bi-annual Quality of Care Reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. Young people are consulted on any decision regarding the envi ronment in which they live, such as décor of communal rooms a nd new purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can
	COSIONS ALE MADE OF MAVE DECITINALE.

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.
wellbeing. For children, this will also include intellectual, social and behavioural development.	 Key working sessions to help with their emotional resilience ard wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic inter vention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a m ulti-agency approach to support young peoples mental and phy sical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys,
	 Barod, Barnados CSE specialists etc. to address specific issue s and needs such as therapy, substance misuse or high risk C SE. Staff role modelling stable, trusted and supportive adults in th e lives of the young people we care for also supports and contributes to their overall wellbeing. At Stepping Stones we ensure all health care services are cor
	 sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of cate which assists them to ensure children are progressing throug h their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overal well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately y qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hom e is essential to protect from abuse and harm and we pride our selves on a robust matching process that encompasses a multi agency approach and details the impact young people may hav e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Ther e are several avenues available to a young person to raise cor cerns or complaints to develop their sense of feeling safe and l stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

uthorities whil ctivities and re- xample, being to participate f a suitable co- ced requirem ooms for eacl as well as ade Maintenance sure a high q s well being a ain the décor r living space ed taking you such as a gar ich contribute

Number of posts and staff turnover

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

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

Staff Type	Service Manager		
	Does your service structure include roles o type?	f this	Yes
			cifically to this role type only. Unless otherwise ion 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 provided is only a sample of the training that may have been underta can be added to 'Please outline any additional training undertaken per not outlined above'.		nt training. The list of training categories have been undertaken. Any training not listed	
	Induction		0

Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
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.	PMVA Training x1 Autism Training x1	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
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	
	<u> </u>	

Manual Handling	0
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.	PMVA Training x1 Autism Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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	
Other supervisory staff Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 1 2 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4

Dementia	0	
Positive Behaviour Management	4	
Food Hygiene	4	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x4 Autism Training x4	
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	
Nursing care staff		
Nursing care staff Does your service structure include roles of this type?	No	
Does your service structure include roles of this	No	
Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this		
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?		
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Does your service structure include roles of this type? Donestic staff Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Does your service structure include roles of this type? Catering staff Does your service structure include roles of this type?	No No No No No	

List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not liste
Induction	13
Health & Safety	16
Equality, Diversity & Human Rights	3
Infection, prevention & control	16
Manual Handling	0
Safeguarding	16
Medicine management	16
Dementia	0
Positive Behaviour Management	5
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x16 Autism Training x16
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week
No. of full-time staff (35 hours or more per week)	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	1
	4

Servic	e Profile		
Ser	vice Details		
	Name of Service	The Old Rectory	

Telephone Number	01633846475
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?	280
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the	6
last financial year?	
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opini ons or perspectives on the operation of the service on a weekly b asis during their house meetings. In house key working session al so provide young people with the opportunity to raise any thought s or wishes they may have on the running of the service. Verbal c onsultations are conducted with the young people by the Respon sible Individual during statutory regulation 73 inspections in additi on to regular discussions with the Operations team. More formal c onsultation are made via questionnaires during the bi annual Qua lity of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outdoor area, Rural location
Provide details of any other facilities to which the residents have access	NA

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)

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.

their voices are heard, they and support, and opportunitiesAt Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, t herefore, it is paramount that we empower them to express their ir wishes and feelings, feel listened to and have input into all as pects of their lives. We instill this ethos from the moment a youn g person arrives by providing the opportunity to visit, have input t into the layout of their bedroom and feel welcomed to the hom e. Our homes encourage young people to have input and parti cipate in decision making regarding the following. • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Planning weekly menus. • Planning weekly menus. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Involvement in which they live, such as décor of communal rooms a n dnew purchases such as garden items, instrumental to makin g it a home. Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes th at they need to make to their lives. This can include helping the m to understand barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can they could barriers to progression, working through diffic ulties and allowing them to identify, in a safe and non-judgemen tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can
tal way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many d

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	Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below. • Key working sessions to help with their emotional resilience and
and behavioural development.	 d wellbeing. The young people are given the opportunity and s upport to develop skills and strategies for self-regulating and u nderstanding their emotions or ways in which they can keep the mselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences s or issues that require addressing such as CSE, family relation ships, Independence Skills etc. Making and documenting memories such as celebrations of B rthdays, Christmas and Anniversaries. Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. Happyhood is promoted within Stepping Stones by taking a mental feel safe and secure in their environment.
	ulti-agency approach to support young peoples mental and physical health by proactively consulting and working with specialis agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk C SE. • Staff role modelling stable, trusted and supportive adults in the staff role modelling stable.
	 e lives of the young people we care for also supports and cont butes to their overall wellbeing. At Stepping Stones we ensure all health care services are co sulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are im lemented if they are not thriving. Our homes support, encourage and facilitate young peoples articipation in community and social groups and activities to de elop social skills and metal and emotional well-being. Our homes receive monthly consultations from The Behaviou Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overa well-being.
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by prov ding a safe and nurturing home. This is firstly achieved throug robust recruitment processes that ensure staff are appropriate y qualified and experienced for the role. Formal checks such a obtaining DBS and references are followed and scrutinised. Al staff undertake safeguarding training as part of their induction process. The matching process of a young person into the hou e is essential to protect from abuse and harm and we pride ou selves on a robust matching process that encompasses a mult agency approach and details the impact young people may ha e on one another. Wales Safeguarding Procedures are followed d and processes implemented when appropriate e.g. submittin a referral for safeguarding concerns. Detailed Individual Risk A ssessments are completed which are reviewed and incorporate
	measures to protect young people from abuse and harm. Then e are several avenues available to a young person to raise co cerns or complaints to develop their sense of feeling safe and stened to including formal and informal consultation processes and a formal complaints process that they are able to follow.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In terms of property location and specification. a careful selecti on process is undertaken to ensure that each new property sou reed meets a number of specific requirements that Stepping St ones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shar ed resources are available across those care settings. Properti es purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and t he location always in areas beneficial to the needs of placing a uthorities while also being situated within suitable proximity to a ctivities and resources that are integral to care provision. For e xample, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be o f a suitable construction and layout to accommodate the enhan ced requirements of a care home, including suitably sized bedr ooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to en sure a high quality environment that supports our young people s well being and they are consulted on personalising and maint ain the décor of the home to give ownership and pride over their r living space. Facilities within the home are provided and updat ed taking young peoples wishes and feelings into consideration such as a games room, specific garden equipment etc, all of wh ich contribute to their well-being.
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Number of posts and staff turnover

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

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

Staff Type	Service Manager			
	Does your service structure include roles of type?	of this	Yes	
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
	Filled and vacant posts			
	No. of staff in post		1	
	No. of posts vacant		0	
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
	Induction		1	

Lingth & Coton	2
Health & Safety	2
Equality, Diversity & Human Rights	
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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 spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
	·
Training undertaken during the last financial years Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training the training that may additional training training that may additional training that may additional training that may additional training tr	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
	ľ

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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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? Important: All questions in this section relate spe stated the information added should be the pos	
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3 2 3 0
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3 2 3 0 3
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Does your service structure include roles of this type? Important: All questions in this section relate spectrates stated, the information added should be the possible Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3 2 3 2 3 0 3 2 3 0 3 0 3 0 3 0 3 0 3 0 3 0
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 0 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 3 2 3 0 3 2 3 0 3 0 3 0 3 0 2 3 0 2 3 0 2 3 0 2 3 0 2

Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	6
•	

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	10
Health & Safety	11
Equality, Diversity & Human Rights	5
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	4
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x11
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1