

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name: Swanton Care and Community (Maesteilo Care Homes) Ltd and Swanton Care & Community Ltd

The provider was registered on: 18/04/2019

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Swanton Community Care – West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/01/2023
Responsible Individual(s)	Gary Thompson
Manager(s)	Eirlys Bush
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Pant Yr Odyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/04/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Marta Novak
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Dan y Graig Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	18/04/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Nicola Bolton
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Gangarnant House (YA)	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/04/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Michelle Williams
Maximum number of places	9

Service Conditions	There are no conditions associated to this service
Swanton Community Care - South Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/04/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Sarah Jones, Eirlys Bush
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Maestello Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/04/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Nathan Greenwood
Maximum number of places	21
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/ shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a buddy process in place for new starters which they shadow for 2 weeks or longer if they require it. The organisation provides a robust induction process with associated training to ensure a competent and confident workforce. There is a probation period of 6 months for all staff where staffs abilities are continually assessed. Following a successful probation staff are supervised inline with regulation and annually appraised.

Service Profile

Service Details

Name of Service	Dan y Graig Care Home
Telephone Number	01554891246
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	no

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	1574
The maximum weekly fee payable during the last financial year?	3090

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
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	Dan y Graig is set back from the road and provides spacious accommodation for 8 adults. At the front of the house is a large area in which physical and recreational activities may take place surrounded by a large lawn. The grounds at Dan Y Graig are safe and offer privacy to the people we support.
Provide details of any other facilities to which the residents have access	The hamlet of Mynyddygareg has pleasant walks and Kidwelly has several restaurants within a 2-mile walking distance. Kidwelly offers a range of public services and facilities such as a doctor's surgery, shops, chemist, cafes, a church and castle. All these facilities are within walking distance for people we support who are able to manage this and for those who can't the area is easily accessible by car also. Further afield (within 10 miles) are the larger towns of Llanelli and Carmarthen which offer a more extensive range of services such as hospitals, leisure centres, shopping parks, food courts, cinemas and bowling alleys amongst other important amenities. Within approx. 20 miles Swanton provide Activity centre which offers various activities and opportunities to develop skills including: woodwork, arts and crafts, gardening, Touch Trust sessions, pottery (potential use of a kiln).

Communicating with people who use the service

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

Makaton	Yes
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>All people are encouraged to attend all meetings concerning them and to sign their own care and support plans. People's living environment is designed according to their wishes and interests. Monthly meetings are held for the individuals in our care where their thoughts and wishes are taken with minutes being taken and recorded to allow for actions to be noted and followed up on. Activities are different for each person with their individual needs and interests considered. Each person has access to an advocate if they require one and the advocate is consulted for all decisions made as well as having freedom to come and visit their allocated person with privacy provided to allow the person to express their feelings. Monthly newsletters are completed and sent to families to show recent activities as well as any new faces in the staff team. These are also printed and available for any visitors to the home to see. Six monthly reports are created and sent to professionals as well as being used in reviews to clearly show all aspects of a person's life including breakdowns of what a person's progress as well as outlining any incidents the person may have been involved in.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each person has access to regular medical and clinical support including GP annual health checks, annual reviews and also regular check-ups with dentist, optician and chiropodist. Each person also has access to regular appointments with any additional professionals involved with them such as behavioural specialists, Psychiatry, Occupational therapists or Speech & Language specialists. Development is also monitored through the setting of personal goals with the outcomes being recorded monthly to allow for progress to be tracked and monitored. People are given access to as many activities of their choosing as can be arranged and they are encouraged to pursue their own interests or hobbies. Newsletters are created and sent out to families every month as well as being available to any visitors to the home. Each person also have a person photo album created each month to show each person's activities for each month. The team are trained in Total Communication to ensure that the needs of each individual is supported to communicate their needs effectively.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are consulted regularly about their feelings. Regular quality monitoring visits from senior management including RI, Quality officers, Regional Director and Operations Manager where individuals are spoken to in order to gain their opinions and feelings. Evidence of these visits is documented and findings recorded with actions set. Regular audits of the service both by internal and external agencies to ensure standards are maintained and people's rights are upheld with actions set if needed. People have regular visits and access to advocates / RPR's if they require them and space / time is given for them to meet without staff present if they wish to allow them to express their feelings and wishes. All staff have regular and extensive training in safeguarding and have proven they are confident and willing to step up and report anything that they are concerned about. Regular private reviews are held with individual's families to ensure they are involved as much as possible and have direct input into how their loved ones are cared for and supported. Regular meetings held for people we support to allow them to express their wishes and feelings with minutes taken.</p>

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

Every person's living environment and support plan is created and managed according to their individual needs. Living environments are personalised to their own interests, preferences and needs and package of support tailored to suit that person. Personal goals are set for each person and outcomes and progress are monitored monthly to record progress and evaluate any additional needs or changes. Each person is assigned a members of staff to act as keyworker and they support each person to maintain their clothes, living environment and are responsible for supporting their allocated person in planning things such as birthday presents, activities and annual holidays. The service has gone through extensive refurbishment over the course of the period of review.

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) 14

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

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

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

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shift s, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security Service Specific Training • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication
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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security Service Specific Training • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication

Contractual Arrangements

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

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

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

Staff Qualifications

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication
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Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Team leaders work predominantly from 8am to 9pm three times a week, but this is based on the needs of the service and does include working night shifts when needed. Home provides 1 up to 2 tea leaders per shift from Monday to Sunday.</p>
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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	2

Other social care workers providing direct care

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

Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	0
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training: A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal
Contractual Arrangements	
No. of permanent staff	17
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)	15
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

A typical day at DYG would start at 8am staff would receive a detailed hand over and the Team Leader would allocate the support worker and individual to support throughout the day. Six members of staff would be on duty throughout the day going down to 5 members of staff after 5pm. The service manager and Deputy manager would be available throughout the day and a waking night staff member would be on duty during the night plus a sleep in member of staff.

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

17

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.

we have a maintenance team assigned to us and we have access to these individuals who are able to carry out work in the home.

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

1

Safeguarding

1

Medicine management

0

Dementia

0

Positive Behaviour Management

1

Food Hygiene

1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training: A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal
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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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Glangarnant House (YA)
Telephone Number	01269825740
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1677
The maximum weekly fee payable during the last financial year?	2248

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Glangarnant house has extensive gardens including a sensory garden with decking, chairs, and swings, along with pleasant garden walk paths. There is a large car parking for people we support cars, staff and visitors at the front of the house. Glangarnant home provides back yard where people can safely enjoy their time socialising, playing games, or even have a chat under gazebo.
Provide details of any other facilities to which the residents have access	Glangarnant House is situated in the village of Gwaun Cae Gurwen, the village provides amenities such as doctors, chemist, church, pubs and village shops. The larger town of Ammanford is just 4 miles away. Swansea and the M4 are also within easy reach, giving access to the beautiful countryside and beaches of Wales. With the M4 being nearby means that we have access to most locations.

Communicating with people who use the service

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

Other	Yes
List 'Other' forms of non-verbal communication used	Total communication

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

All people are encouraged to attend all meetings concerning them and to sign their own care and support plans. People's living environment is designed according to their wishes and interests. Monthly meetings are held for the individuals in our care where their thoughts and wishes are taken with minutes being taken and recorded to allow for actions to be noted and followed up on.

Activities are different for each person with their individual needs and interests considered. Each person has access to an advocate if they require one and the advocate is consulted for all decisions made as well as having freedom to come and visit their allocated person with privacy provided to allow the person to express their feelings. Monthly newsletters are completed and sent to families to show recent activities as well as any new faces in the staff team. These are also printed and available for any visitors to the home to see. Six monthly reports are created and sent to professionals as well as being used in reviews to clearly show all aspects of a person's life including breakdowns of what a person's progress as well as outlining any incidents the person may have been involved in.

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.

Each person has access to regular medical and clinical support including GP annual health checks, annual reviews and also regular check-ups with dentist, optician and chiropodist. Each person also has access to regular appointments with any additional professionals involved with them such as behavioural specialists, Psychiatry, Occupational therapists or Speech & Language specialists. Development is also monitored through the setting of personal goals with the outcomes being recorded monthly to allow for progress to be tracked and monitored. People are given access to as many activities of their choosing as can be arranged and they are encouraged to pursue their own interests or hobbies. Newsletters are created and sent out to families every month as well as being available to any visitors to the home. Each person also has a personal photo album created each month to show each person's activities for each month.

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

People are consulted regularly about their feelings. Regular quality monitoring visits from senior management including RI, Quality officers, Regional Director and operations manager where individuals are spoken to in order to gain their opinions and feelings. Evidence of these visits is documented and findings recorded with actions set. Regular audits of the service both by internal and external agencies to ensure standards are maintained and people's rights are upheld with actions set if needed. People have regular visits and access to advocates / RPR's if they require them and space / time is given for them to meet without staff present if they wish to allow them to express their feelings and wishes. All staff have regular and extensive training in safeguarding and have proven they are confident and willing to step up and report anything that they are concerned about. Regular private reviews are held with individual's families to ensure they are involved as much as possible and have direct input into how their loved ones are cared for and supported. Regular meetings held for people we support to allow them to express their wishes and feelings with minutes taken and documented.

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

Every person's living environment and support plan is created and managed according to their individual needs. Living environments are personalised to their own interests, preferences and needs and package of support tailored to suit that person. Personal goals are set for each person and outcomes and progress are monitored monthly to record progress and evaluate any additional needs or changes. Each person is assigned a members of staff to act as keyworker and they support each person to maintain their clothes, living environment and are responsible for supporting their allocated person in planning things such as birthday presents, activities and annual holidays.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security • Service Specific Training • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction • Constipation • Cerebral Palsy
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security • Service Specific Training • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction • Constipation • Cerebral Palsy
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training</p> <ul style="list-style-type: none"> • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction • Constipation • Cerebral Palsy
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Contractual Arrangements	
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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 fixed term contact staff by hours worked per week.	
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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

Typical shift patterns in operation for employed staff	
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<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>We aim to have at least 2 Team leaders on per shift from 8am to 9pm.</p>
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Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

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

Filled and vacant posts

No. of staff in post	20
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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	20
Dementia	0
Positive Behaviour Management	20
Food Hygiene	20

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Epilepsy & Buccal, Nutrition & Hydration, Autism Awareness, Learning Disabilities, Fire Safety, MCA & DoLS, COSHH, Mental Health Awareness, Basic Life Support, Total Communication, Oral Health, GDPR & Data Protection, Person Centred Care, Swanton Ethos.

Contractual Arrangements

No. of permanent staff	20
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 fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

8 members of staff are required on shift in the day - 6 x 8am-9pm, 1 x 8am-5pm, 1 x 10am-3pm
On a night shift, we require 2 waking staff each night.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
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No. of staff working towards the required/recommended qualification	5
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.	Maintenance Technician - To carry out repairs, maintenance, improvement works and Health & Safety inspectors in keeping people safe in a well maintained environment.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness, Epilepsy & Buccal, Mental health awareness, Person centred care, oral health, Learning disabilities, Communication, Autism awareness, MCA & DoLS, GDPR & Data Protection, Basic life support, Swanton Ethos.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Maestelo Care Home
Telephone Number	01558668510
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Home encourages for Welsh speaking staff. Team have the ability to communicate in Welsh however this is not the entire team and the level of competence varies per person. Home has 2 members of staff who are total communication co-ordinators. They teach staff singalong including the 100 core signs.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18
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Fees Charged

The minimum weekly fee payable during the last financial year?	1357.10
The maximum weekly fee payable during the last financial year?	3419.67

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	29 acres of land that people can access freely if they wish. There is a walled garden as well as front lawn and walkways around the site. The front lawn offers a gazebo area with BBQ and benches for outdoor events to activities. There are also sheds for outdoor storage for individuals to store personal possessions such as bikes or games equipment if they wish. There are seating places for people to sit and enjoy the country surroundings at various points on site and the walled garden offers a large space to walk around and a seating area in the centre.
Provide details of any other facilities to which the residents have access	Community hub facility is based at Maesteilo site which provides vocational activities for people to use on site in the day time. Activities include Arts & Crafts, Pottery, Woodwork, Touch Trust, Magic Table and Baking / cooking. Games room offering multi-media equipment and games equipment such as pool table, ping pong and table football. salon room currently under construction which will contain nail bar and hair dressing station. Each person living in the main mansion house has access to their bedroom but also their own private lounge as well as having use of the communal lounges. Service also has multiple kitchen areas which vary in levels of equipment to cater for those who prefer a quiet environment and to meet varying levels of independence and ability. This maintains independence but still ensures people's safety.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Some people will use a variation of signs which can be their own adaptations of existing sign platforms such as BSL or Makaton. Service also has 3 Total communication coordinators.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>All people are encouraged to attend all meetings concerning them and to sign their own care and support plans. People's living environment is designed according to their wishes and interests. Monthly meetings are held for the individuals in our care where their thoughts and wishes are taken with minutes being taken and recorded to allow for actions to be noted and followed up on. Activities are different for each person with their individual needs and interests considered. Each person has access to an advocate if they require one and the advocate is consulted for all decisions made as well as having freedom to come and visit their allocated person with privacy provided to allow the person to express their feelings. Monthly newsletters are completed and sent to families to show recent activities as well as any new faces in the staff team. These are also printed and available for any visitors to the home to see. Six monthly reports are created and sent to professionals as well as being used in reviews to clearly show all aspects of a person's life including breakdowns of what a person's progress as well as outlining any incidents the person may have been involved in. People are supported to make decisions about annual holidays through person centred planning with a best interest process if people are deemed to lack capacity.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each person has access to regular medical and clinical support including GP annual health checks, annual reviews and also regular check-ups with dentist, optician and chiropodist. Each person also has access to regular appointments with any additional professionals involved with them such as behavioural specialists, Psychiatry, Occupational therapists or Speech & Language specialists. Development is also monitored through the setting of personal goals with the outcomes being recorded monthly to allow for progress to be tracked and monitored. People are given access to as many activities of their choosing as can be arranged and they are encouraged to pursue their own interests or hobbies. Newsletters are created and sent out to families every month as well as being available to any visitors to the home. Each person also have a person photo album created each month to show each person's activities for each month.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are consulted regularly about their feelings. Regular quality monitoring visits from senior management including RI, Quality officers, Regional Director and operations manager where individuals are spoken to in order to gain their opinions and feelings. Evidence of these visits is documented and findings recorded with actions set. Regular audits of the service both by internal and external agencies to ensure standards are maintained and peoples rights are upheld with actions set if needed. People have regular visits and access to advocates / RPR's if they require them and space / time is given for them to meet without staff present if they wish to allow them to express their feelings and wishes. All staff have regular and extensive training in safeguarding and have proven they are confident and willing to step up and report anything that they are concerned about. Regular private reviews are held with individual's families to ensure they are involved as much as possible and have direct input into how their loved ones are cared for and supported. Regular meetings held for people we support to allow them to express their wishes and feelings with minutes taken and documented.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Every person's living environment and support plan is created and managed according to their individual needs. Living environments are personalised to their own interests, preferences and needs and package of support tailored to suit that person. Personal goals are set for each person and outcomes and progress are monitored monthly to record progress and evaluate any additional needs or changes. Each person is assigned a members of staff to act as keyworker and they support each person to maintain their clothes, living environment and are responsible for supporting their allocated person in planning things such as birthday presents, activities and annual holidays.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 39

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 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.

self-neglect.
 Manager enrolled on ILM level 3 management qualification to go additional, on top of qcf level 5.
 Manager completed annual re-certification for PBM ABMU trainer qualification/role.
 'Donning and Doffing' refresher training provided by local authority.
 Basic Life support refresher completed.
 Epilepsy and Buccal administration course attended and completed.

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PBM ABMU practical refresher course attended and completed Epilepsy and Buccal administration course attended and completed. Basic life support annual refresher completed.
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
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	2
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0

Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security Service Specific Training • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication • Intensive interaction
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Usually working long days 8am-9pm. shifts usually consist of 13 staff on shift throughout the day with additional hours provided at certain / specific times to cover 2:1 funded support hours. There are usually a minimum of at least 2 senior member so of staff each shift with one being stationed in the main house and the other in the cottages to ensure smooth running of the service as a whole.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	33
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	33
Dementia	0
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PBM ABMU training attended donning and doffing refresher provided by local authority total communication delivered internally by qualified trainers. epilepsy & buccal administration training attended diabetes training completed.
<p>Contractual Arrangements</p>	
No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	26
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	full-time staff tend to work 39 hours per week over three, 13hour shifts consisting of 2 weekday shifts and one on the weekend. There is the occasion where someone may request a contract of 48hours where an additional shift would be worked each week. We generally have a separate night-staff team who work waking nights from 9pm-8am however during periods of annual leave or sickness, staff do rotate periodically from day working to nights to over in the interim.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	6
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.	2 full-time staff hired in vocational role running daily activity sessions in our community tub facility. They facilitate woodwork, pottery arts & crafts, baking and Sensory / Touch Trust sessions. 1 maintenance technician employed within the service for daily maintenance tasks and general up-keep of the premises.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	basic life support practical course completed. PBM ABMU completed Council provided refresher in 'donning and doffing techniques'
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Pant Yr Odyn
Telephone Number	01269851101
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Pant Yr Odyn support use of Welsh language whenever possible. Although main language used is English. Home uses total communication and have designated coordinators to deliver core signs to the team and people we support.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2467
The maximum weekly fee payable during the last financial year?	3424

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?	Within the home we support individuals, to engage in house meetings, key worker meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to be involved in creating meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.
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Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The outside area has an enclosed garden which provides a safe space for all people we support and is equipped with a basketball hoop, benches and pergola where people can sit down and relax enjoying safe and private space. The second outside space is equipped with a trampoline and space for trikes. There is additional car parking to the rear and front of the building.
Provide details of any other facilities to which the residents have access	The service is ideally situated to explore some of Wales oldest towns and villages. Pant Yr Odyn offers spacious grounds with ample parking for both staff and visitors. Individuals benefit from the large spacious garden, vegetable garden and seating areas. The service is within easy traveling distance and is on a bus route that provides links to both Llandeilo, Ammanford, Carmarthen and Swansea. Within the local town of Ammanford there are various shops, restaurants, butchers, pubs and a leisure centre for individuals to enjoy.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>All people are encouraged to attend all meetings concerning them and to sign their own care and support plans. People's living environment is designed according to their wishes and interests. Monthly meetings are held for the individuals in our care where their thoughts and wishes are taken with minutes being taken and recorded to allow for actions to be noted and followed up on . activities are different for each person with their individual needs and interests considered. Each person has access to an advocate if they require one and the advocate is consulted for all decisions made as well as having freedom to come and visit their allocated person with privacy provided to allow the person to express their feelings. Monthly newsletters are completed and sent to families to show recent activities as well as any new faces in the staff team. These are also printed and available for any visitors to the home to see. Six monthly reports are created and sent to professionals as well being used in reviews to clearly show all aspects of a person's life including breakdowns of what a person's progress as well as outlining any incidents the person may have been involved in.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each person has access to regular medical and clinical support including GP annual health checks, annual reviews and also regular check-ups with dentist, optician and chiropodist. Each person also has access to regular appointments with any additional professionals involved with them such as behavioural specialists, Psychiatry, Occupational therapists or Speech & Language specialists. Development is also monitored through the setting of personal goals with the outcomes being recorded monthly to allow for progress to be tracked and monitored. People are given access to as many activities of their choosing as can be arranged and they are encouraged to pursue their own interests or hobbies. Newsletters are created and sent out to families every month as well as being available to any visitors to the home. Each person also have a person photo album created each month to show each person's activities for each month.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are consulted regularly about their feelings. Regular quality monitoring visits from senior management including RI, Quality officers, Regional Director and operations manager where individuals are spoken to in order to gain their opinions and feelings. Evidence of these visits is documented and findings recorded with actions set. Regular audits of the service both by internal and external agencies to ensure standards are maintained and people's rights are upheld with actions set if needed. People have regular visits and access to advocates / RPR's if they require them and space / time is given for them to meet without staff present if they wish to allow them to express their feelings and wishes. All staff have regular and extensive training in safeguarding and have proven they are confident and willing to step up and report anything that they are concerned about. Regular private reviews are held with individual's families to ensure they are involved as much as possible and have direct input into how their loved ones are cared for and supported. Regular meetings held for people we support to allow them to express their wishes and feelings with minutes taken and documented.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Every person's living environment and support plan is created and managed according to their individual needs. Living environments are personalised to their own interests, preferences and needs and package of support tailored to suit that person. Personal goals are set for each person and outcomes and progress are monitored monthly to record progress and evaluate any additional needs or changes. Each person is assigned a member of staff to act as keyworker and they support each person to maintain their clothes, living environment and are responsible for supporting their allocated person in planning things such as birthday presents, activities and annual holidays.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 24

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

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

Staff Type

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training:</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal
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Contractual Arrangements	
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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.	
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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	
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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	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training:</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication
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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
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal • Total communication • Oral health
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Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff
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<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Pant Yr Odyn provides 24/7 care and support, staff is contracted on 39hrs contract per week, which usually is 3 x 13hrs shifts from 8am to 9pm during day. Shifts are covered with accordance of needs of people we support and as per their individualised contract.</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

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

Filled and vacant posts	
No. of staff in post	24
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	24
Equality, Diversity & Human Rights	24
Infection, prevention & control	24
Manual Handling	24
Safeguarding	24
Medicine management	24
Dementia	0
Positive Behaviour Management	24
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shift s, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training:</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal
Contractual Arrangements	
No. of permanent staff	24
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 fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	21
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

PYO ensures that each shift is covered to commissioned hours set by individual contracts and the home is staffed by experienced staff team 24 hours a day.

Every shift at PYO is staffed to ensure that we have staff on hand to facilitate the full support required to every individual.

During day there is 7 staff members per day from 8 am to 9pm, with additional staff working shifts depending on additional needs of people we support. During night there is one awake staff from 9pm to 8 am and one person on sleepover shift, in addition there is always senior person on call.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

15

No. of staff working towards the required/recommended qualification

9

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.

Maintenance staff is responsible for smooth operation of safety across the buildings, that include minor repairs, painting, monitoring of buildings, health and safety checks, arranging contractors for bigger repairs, allocation of tasks to online systems.

Filled and vacant posts

No. of staff in post

1

No. of posts vacant

0

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

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

Induction

1

Health & Safety

1

Equality, Diversity & Human Rights

1

Infection, prevention & control

1

Manual Handling

1

Safeguarding

1

Medicine management

0

Dementia

0

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training:</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Swanton Community Care - South Wales
Telephone Number	01269 850159
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Communication needs will be on an individual basis - when the service is provided. Currently dormant

Service Provision

People Supported

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

0

Fees Charged

The minimum hourly rate payable during the last financial year?

0

The maximum hourly rate payable during the last financial year?

0

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?

Service is currently Dormant - not operational

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.

Service is currently dormant - we have not provided any care support during this financial period

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.

Service is currently dormant - we have not provided any care support during this financial period

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

Service is currently dormant - we have not provided any care support during this financial period

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)	0
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	0
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training will be arranged upon the service providing support	
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
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Swanton Community Care – West Wales
Telephone Number	01269851915
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	This registered service is dormant we are not providing any support under this registration

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	we are currently not operating under this registration

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We are currently not operating under this registration
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	We are currently not operating under this registration
The extent to which people feel safe and protected from abuse and neglect.	We are currently not operating under this registration

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)	0
--	---

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	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
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No