

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:	Ty Cysgu Limited	
The provider was registered on:	24/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Cysgu Domiciliary	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/01/2022
	Responsible Individual(s)	Lynda Hale
	Manager(s)	Robyn Griffiths
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Ty Cysgu	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/10/2018
	Responsible Individual(s)	Lynda Hale
	Manager(s)	Robyn Griffiths
	Maximum number of places	3
	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	In accordance with Reg36 we have a comprehensive training matrix in place which maps training completed by all staff members & easily identifies what training is due to be undertaken & by when. This enables us to be responsive to training needs & quickly identify any gaps. Training and development is a key area discussed within each staff members supervision & appraisal, identifying additional training as well mandatory. Personal training and development plans are also reviewed at these meetings
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our robust recruitment practices ensure that we follow thorough recruitment processes in accordance with Reg35 to ensure the appropriateness of staff employed and safety of those we support, reinforced through our comprehensive induction programme. Retaining staff is imperative to ensure the continuity of the service provision and we aim to support staff fully through solid implementation of our organisational ethos and values, with focus on personal and professional development.

Service Profile

Service Details

Name of Service	Ty Cysgu
Telephone Number	01656 722769
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	We are able to provide some Welsh speaking staff if appropriate and can translate documentation into the medium of Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	2906.26
The maximum weekly fee payable during the last financial year?	5975.55

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?	There are regular reviews every 12 weeks with the people and their families who use the service. There is good communication between staff and people accessing the service and Managers of the service. Staff will complete person centred plans with the people we support. This will give the users a voice and a choice into their care. There is also a handover to exchange information when the users are being picked up from the service. We also hold regular events at our office premises for parents, users and carers to chat informally and feel comfortable exchanging information and advice.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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	We have a large outdoor garden area which the individuals can use whenever they choose. This has been revamped in the last 12 months to a very high standard. There is also a patio area with tables and chairs. The garden is at the rear of the property which also affords privacy for the individuals. There are opportunities to join in with all gardening activities including construction of a sensory garden.

Provide details of any other facilities to which the residents have access

We offer a wide range of activities within the service, including chances to learn independence skills. There are many facilities that individuals can access within the local village, these include a Library, Swimming pool and lots of outdoor areas. There are always opportunities for individuals to access the community whilst staying with us, these could be shopping trips or cinema visits. Individuals also have access to our day centre base - Ty Teulu - where there are a range of services available, including a sensory room, complementary therapy suite, providing reiki, reflexology and aromatherapy. We also have a cinema room, games hall and cafe area located within this base.

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	No
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Electronic communication aids.

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>We tailor short breaks as a holiday experience for individuals and our staff have a wide range of skills and are provided with all of the necessary, relevant training in order to support a diverse range of activities for our individuals to experience.</p> <p>Each person staying with us develops a personal portfolio of not only essential information, but all likes and dislikes and activities they currently enjoy or would like to experience. Safety is at the heart of our service, therefore robust risk assessments provide a solid framework for ensuring activities are enjoyed to the maximum effect.</p> <p>Regular feedback questionnaires and contact with parents and carers enables us to work dynamically with feedback and adapt quickly where necessary. The individuals we support are involved in completing the questionnaires and the format of these can be adapted to suit the individual and their communication needs.</p> <p>In line with Regulation 15, all those we support also construct a person centred plan and these are incorporated into an ongoing activity that individuals adapt and add to regularly, as and when needs, likes and dislikes may change. This involvement in their own planning and discussion around activities and the ways in which they want to be supported, provides an opportunity to feel engaged and make choices.</p> <p>Ty Cysgu holds regular social events, including events such as open days, themed party days and so forth, this provides a good opportunity for the individuals we support, their parents and carers to exchange information and enables us to gain informal feedback that can help shape the service we provide. We are keen to ensure that individuals enjoy accessing the service and have fun whilst they are staying at Ty Cysgu as this encourages a sense of belonging and feeling a part of our wider family network, which we feel is an important element to our service, events such as these help to promote this. We produce a quarterly newsletter which includes lots of information about events, activities that have been enjoyed and the successes of our guests and staff, this again helps give individuals a sense of belonging and identity and is also a great tool for motivating everyone within the service to enjoy planning and preparing for and then reflection on these events.</p> <p>Routine reviews with individuals that we support allow dedicated time for discussion around all aspects of care and support and to explore ideas about how best to work together effectively.</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>We actively work with the individuals we support and their families to facilitate ongoing health, development and well-being. In line with Regulation 21 we ensure that we meet the needs of those we support by encouraging each person's personal development and independence in a way that is meaningful to them, this could be through supporting lifelong learning, developing and maintaining hobbies or joining community activities. We ensure we can meet emotional and mental well-being needs by providing a safe and nurturing environment where everyone is respected and valued as individuals, with choice and control over their own lives and decisions. Working with person centred plans and reflective practice from our reviews, feedback mechanisms, routine communication with individuals along with quality assurance checks, we work pro-actively and dynamically to support individuals towards positive health and well-being strategies.</p> <p>We proactively encourage our guests to participate in a healthy and balanced lifestyle through promoting healthy eating and adequate fluid intake. Healthy menu plans and choices and social meal times ensure positive experiences for guests.</p> <p>Guests are supported with any healthcare needs, in accordance with their personal and care plans, including any dietary needs, skin integrity, oral hygiene, continence, sensory impairment and cognitive impairment, with staff receiving full training in all areas appropriate to each individual.</p> <p>As a respite provision responsibility to arrange and attend medical appointments is more focused on the family but we often accompany our guests to healthcare appointments when asked. This provides additional support, allows us to have input in their ongoing care and enables us to gain more detailed information around any healthcare issues which help us work towards providing a holistic approach.</p> <p>We are also able to access the main office building as and when required which provides access to a wide range of complementary therapies, art therapy and sensory room.</p> <p>In line with Reg22, continuity of care is imperative to ensure that people are supported to maintain their health, development and overall wellbeing, having familiar staff not only provides comfort and reassurance to those we support but also ensures that staff are familiar with guests needs and routines. Intensive Interaction training has recently been completed by Lynda and this is being implemented with successful results within the service.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>It is imperative that we provide a service that not only feels safe and secure for those we support but also has robust procedures and protocols in place to ensure we safeguard all individuals in accordance with Regs 26&27. This starts at the outset with rigorous recruitment processes and stringent checks to ensure staff are eligible to work in their roles and that our processes follow all of the legislative guidelines, including holding a valid DBS on the online update service.</p> <p>Staff are subject to a thorough and in-depth induction process upon commencement, this includes comprehensive face-to-face and online training covering a broad spectrum of criteria, including SoVA and Whistleblowing. This ensures that all staff are aware of the current procedures to follow to contribute to a safe and secure environment for those we support and ensures clear awareness of the procedures to follow if any form of abuse is suspected. Further training on topics such as Equality and Diversity are also provided for each staff member, in order that staff are clear of the concept of inclusivity and understand the importance of person-centred practice. Each employee receives in depth induction around what is expected of them and how to respond to safeguarding situations and this knowledge is revisited within regular supervisions (6 weekly) and appraisals (annually) as well as safeguarding being discussed at length in each and every team meeting (every 6-8 weeks).</p> <p>Managers also receive comprehensive and enhanced training in all subject areas to ensure knowledge is appropriate and up to date and this can then be filtered down to the whole staff team via a 'lead by example' concept.</p> <p>Located at the respite premises is a dedicated safeguarding file with all relevant information, including the All Wales Safeguarding framework information and recording and reporting procedures. A flowchart is displayed in the file for easy and quick reference purposes in the event of abuse being suspected. This makes the process clear and accessible for all staff to understand their duties when abuse may be suspected. We operate a transparent service with an open door policy to encourage effective communication so that any issues can be identified and resolved quickly. Staff are encouraged to download the Wales Safeguarding App as an additional resource. The mandatory requirement for all staff to register with SCW has added a further safeguarding feature to raise the standards within the care sector.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We provide a holiday break that is individualised, arranged with each person and centred around their preferred and desired activities and what they have identified as being something that they wish to incorporate into their personal plan or routine to achieve. We aim to provide opportunities and experiences that are bespoke, engaging and contribute to a person's overall sense of belonging and achievement.</p> <p>At the outset of service provision each guest is supplied with all relevant information pertaining to the service, in accordance with reg 19 and guests are required to complete an in depth and person-centred application pack, detailing their personal routines, likes and dislikes and have the opportunity to attend a number of tea visits and introductory visits to establish if Ty Cysgu is a suitable environment for them. This also gives, us as an organisation, an opportunity to begin the process of learning about the guest and how we can put systems in place to best support them, for example if there are any further adaptations we can make to the living arrangements etc. or if the individual requires staff to undertake further bespoke or specialised training.</p> <p>Each person is encouraged to bring with them personal items that will help them to feel at home and comfortable in the respite bungalow. We also contribute to this sense of belonging by purchasing items that are bespoke to each individual's preferences, including bedding and soft furnishings, lamps, posters and pictures etc that can be personalised for each guest's stay with us.</p> <p>Each guest during their stays work dynamically on a range of documents including a care plan, person centred plan, achievement records and daily diaries that reflects their own wishes and supports their best possible outcome and is matched carefully with ongoing risk assessments.</p> <p>The Responsible individual is hands on and IOSH trained and involved in robust risk assessments to support all activities which enhances the service provision.</p> <p>An ongoing programme of building maintenance ensures that we provide a suitable living environment for those we support, this is cross matched with individual risk assessments, personal care plans and guest compatibility records. This ensures that any physical adaptations that may be needed are highlighted and completed. This is monitored at the quarterly audit visit by the Responsible Individual and documented through the appropriate quarterly audit form.</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) 15

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, S.O.V.A, Fire Training, C.O.S.S.H, Epilepsy, Inclusive Communication, Communicating Effectively, Care Planning, Confidentiality, Autism, Risk Assessment's, Covid 19 Person Centred Planning, ILM Level 5, Wellbeing Training	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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	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	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, S.O.V.A, Fire Training, C.O.S.S.H, Epilepsy, Inclusive Communication, Communicating Effectively, Care Planning, Confidentiality, Autism, Risk Assessment's, Covid 19 Person Centred Planning, IL M Level 5, Wellbeing Training. One Deputy Manager has completed Level 5 Health and Social Care. One Deputy Manager has completed Level 4 Health and Social Care.
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)	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	2
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3

Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, S.O.V.A, Fire Training, C.O.S.S.H, Epilepsy, Inclusive Communication, Communicating Effectively, Care Planning, Confidentiality, Autism, Risk Assessment's, Covid 19 Person Centred Planning, Wellbeing Training. One staff member hold a Level 3 in Health and Social Care. Two Staff hold Level 2 in Health and Social Care. Two Staff on Level two working towards Level 3 in Health and Social Care.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff will work a variety of shifts to cover the service that is required. The maximum that would work on shift would be five.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	21
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	21
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	21
Manual Handling	21
Safeguarding	21
Medicine management	21
Dementia	0
Positive Behaviour Management	21
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, S.O.V.A, Fire Training, C.O.S.S.H, Epilepsy, Inclusive Communication, Communicating Effectively, Care Planning, Confidentiality, Autism, Risk Assessment's, Covid 19 Person Centred Planning, IL M Level 5, Wellbeing Training
Contractual Arrangements	
No. of permanent staff	13
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	8
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)	9
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
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.	We work a variety of shifts. These could be a 9am. 9pm 9am.4pm 9am.3pm 3pm.9pm we also cover overnight shifts which are 9pm.9am and a sleep shift which can be 3pm.10pm sleep then 7.am.9.am the following morning.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	7
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 Responsible for the general maintenance and repair jobs within the Ty Cysgu Respite bungalow as well as identified improvement projects
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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

Ty Cysgu Domiciliary

Telephone Number	01656722769
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	we can provide some welsh speaking and can translate documentation into the medium of welsh

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	18.73
The maximum hourly rate payable during the last financial year?	18.73

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?	There is good communication between staff and people accessing the service and managers of the service. Routine visits by managers to each individual accessing our service provide a good opportunity for information exchange and formal reviews are undertaken every twelve weeks. We also hold regular events at our office premises where individuals and their families and carers are able to chat informally and feel comfortable exchanging information.

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	No
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Electronic communication aids

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.

Ty Cysgu Domiciliary care provides bespoke support for individuals that is tailored to their needs, wants, likes and dislikes. The support provided is often linked to our day opportunities centre and respite provision enabling a full range of varied support and activities that is flexible and has a shared staff pool that provides continuity of care.

Individuals are able to trial and choose the care package that best suits them and we work closely with families and carers to ensure the best possible outcomes.

Each person we support develops a personal portfolio of essential information and all likes and dislikes and activities they currently enjoy or would like to experience and how they would like their support package to work best for them.

Safety is at the heart of our service and robust risk assessments ensure that all support within the service and access within the community is not only enjoyable but also safe.

Regular formal reviews every twelve weeks are undertaken with individuals we support and their families and carers and regular feedback questionnaires and informal meetings allow us to work dynamically and adapt the service provision as necessary. We also hold regular social events at our office building which provides an opportunity for engagement and involvement and informal exchange of information for everyone accessing or involved with our service.

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.

Ty Cysgu Domiciliary care provides tailored care and support, as such it involves each individual with decision making and building their own needs and wants into the support we provide. Our staff are able to help individuals to access information across a variety of social and health related areas and support them to activities of their choice or to health related appointments. Individuals also have access to our main building facilities which include complementary therapies, a gym area, a small cafe, sensory room and craft and social events. Giving an opportunity to have fun and relax and build friendships which are fundamental to well-being.

We actively encourage involvement in our local community and work closely with many local businesses and the local church to harbour good fulfilling relationships which also lead to sharing and caring opportunities.

Good mental health is instrumental for individuals to harness good physical health and the combination of working collaboratively with each other, other professionals and local people provides excellent opportunities for his.

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

Ty Cysgu Domiciliary care follows a rigorous recruitment and induction process. With full employment history ensured, enhanced DBS registered on -line and all references fully checked. Potential employees undertake several interviews including time spent with the individuals they will be supporting and the team they will be working with.

During induction staff undertake comprehensive training in all mandatory areas including safeguarding, whistleblowing, equality and diversity, confidentiality and dignity and respect. All staff are mentored throughout their induction with quality of care and safe working at the centre of their practice. New employees have a six month probationary period with regular meetings with their line managers in order to consolidate their training and align good practice.

Our service user guide sets out our commitment to providing a safe service provision with staff fully supported and trained in safeguarding.

Within the main office building there are clear guidelines available for processes to follow if abuse of any nature is witnessed, disclosed or suspected. A dedicated safeguarding file is also available with in depth information regarding safeguarding and safe working practice and a safeguarding champion has been appointed.

Safeguarding is discussed at each supervision (every six weeks), each appraisal (annually) and each team meeting has a dedicated section where information can be shared about current legislation, safe working practices and correct procedures and protocols to follow.

TY Cysgu Domiciliary operates an open door policy for senior managers to ensure staff and the individuals that we support and their families and carers can have access to information or support at all times.

Our feedback mechanisms of regular reviews (every 3 months) with those that we support and their carers alongside our routine questionnaires and quality reviews indicate that the individuals we support believe the service is safe and well run and there are good communication processes which further enhance the feeling of being able to discuss all aspects of the support we provide.

Our practice is supported by our full range of policies and procedures that are available in the main office building at all times and all staff are allocated dedicated time to read and record as read each of them.

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, SOVA, fire awareness, CoSHH, epilepsy, inclusive communication, communicating effectively, care planning, confidentiality, autism, risk assessment, Covid-19, Person Centred Planning, Wellbeing, ILM level 5, Diploma in Adult Residential Management.
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	

No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	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.	First Aid, SOVA, fire awareness, CoSHH, epilepsy, inclusive communication, communicating effectively, care planning, confidentiality, autism, risk assessment, Covid-19, Person Centred Planning, Wellbeing, ILM level 5, 1 deputy manager has completed a Level 5 Diploma in Health and Social Care and 1 deputy manager has completed a Level 4 Health and Social Care qualification.
<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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>First Aid, SOVA, fire awareness, CoSHH, epilepsy, inclusive communication, communicating effectively, care planning, confidentiality, autism, risk assessment, Covid-19, Person Centred Planning, Wellbeing</p> <p>1 has a Level 3 in Health and Social Care 2 have a Level 2 in Health and Social Care (working towards a Level 3)</p>
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
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

