

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:	Ucan Care Limited	
The provider was registered on:	17/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Mill House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/09/2018
	Responsible Individual(s)	Helen Jones
	Manager(s)	Wayne Bickford
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Hillside	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/09/2018
	Responsible Individual(s)	Helen Jones
	Manager(s)	Wayne Bickford
	Maximum number of places	6
	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	All staff complete mandatory training annually or as required either through completing the modules via an online training provider or through face to face training such as Emergency First Aid and Breakaway training. Additional training needs for staff members are identified through the supervision and appraisal system.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Ucan benefits from a steady staff team with very low turnover of staff. Vacancies are advertised locally and through Careers Wales and We Care Wales as well as word of mouth. Retention of staff is achieved through robust leadership and management support, sound policies and procedures, regular supervision and appraisal system, an excellent collaborative staff team with flexible working arrangements where possible and payment of the Real Living Wage.

Service Profile

Service Details

Name of Service	Hillside
Telephone Number	01443400885
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1533.23
The maximum weekly fee payable during the last financial year?	1600

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?	Residents are invited to quarterly house meetings where their input and suggestions are encouraged on any matter. Residents write their personal plans together with their key worker focusing on strengths-based outcomes. The RI issues resident surveys twice a year to elicit feedback on the service provided and their wellbeing.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Hillside benefits from a front garden and a very large exterior private garden where there is a vegetable garden as well as large lawn for activities and relaxation.
Provide details of any other facilities to which the residents have access	Residents have access to a Games Room in the main house where they can play pool, darts, read, hold quizzes, play musical instruments and relax.

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.

The combined use of internal monitoring mechanisms such as house meetings, staff meetings, RI Visits and questionnaires to professionals, residents and staff indicate that overall residents at Ucan feel their voices are heard, that they have choice about their care and support plus they are included in the decision-making about the varied opportunities/activities that are accessible to them.

Residents also indicate that they are happy with their home, the care they receive and staff support and there was 100% positive feedback in response to the programme of events and activities on offer. Resident input is welcome, valued and acted upon. Professional feedback also indicates that our residents are well cared for and supported but with emphasis on their independence too.

We achieve this through positive practice in the following ways:

- All residents have a key worker who they meet with regularly and is responsible for updating personal plans with them
- Personal plans are strengths-based and written collaboratively with the individual
- Personal Plans are person centred and adopt a strengths-based approach. They are reviewed regularly and are very personal to the individual, highlighting what they can do independently
- Residents' views are actively sought in meetings and at personal plan reviews where activities and preferences are voiced and acted upon.
- Activities are tailored to the individual's support needs and strengths.
- There is a full weekly timetable of events and activities on offer which is displayed in the common area.
- All residents have weekly activity planners that are reviewed with the residents on a quarterly basis to see what has worked and what to improve upon.
- Residents are also encouraged to help with the upkeep of the home in respect of cleaning after themselves and helping to prepare their meals.
- Practical life skills and integrating within society is the basis of many outside activities such as obtaining bus passes, financial awareness and learning to use public transport.
- Residents plan and cook their meals within their individual level of capability
- Residents can personalise their own bedrooms and choice of room colour.
- All staff are able to provide dedicated care support hours to individuals
- Residents are supported to attend all medical appointments if they so require
- Residents' opinions are also sought through questionnaires sent by the RI twice a year

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.

As a result of analysis of feedback, monitoring mechanisms and RI visits, it is felt that residents of Ucan enjoy residing at Hillside, are happy with and like the staff team and their home environment.

Residents are encouraged to adopt healthier lifestyles wherever possible including at mealtimes and in terms of exercise. They are encouraged to participate in communal activities and socialising as well as supported to undertake solo activities of their choice like fishing, swimming, mindfulness classes and music lessons.

Residents indicate that they are happy with the support they get which contributes to their emotional and physical wellbeing. This is backed up by professional care teams who have indicated their clients are well supported and cared for, and in the best place for the achievement of their personal outcomes.

Ucan is committed to improving the overall living experience and works towards strengths-based outcomes with individuals.

The RI witnesses positive exchanges and communication between the residents and staff and the staff treating the residents with dignity, respect and care.

It is strongly believed that this fundamentally begins with the home itself to create the right homely, stable, welcoming and calm ambience. This is supported by the quality of the decor and furnishings as well as maintaining a good standard of repair throughout the homes. There are large external gardens in which to relax, play lawn games and grow vegetables and plants. It is also underpinned by a strong and dedicated staff team who work closely together for positive outcomes for the residents.

The weekly changing programme of events and group activities also helps to maintain physical and mental wellbeing and a sense of cooperation and conviviality.

At Ucan we advocate that:

- residents are encouraged to actively undertake an exercise plan like swimming, cycling or walking
- residents are encouraged and supported to pursue any personal hobbies they enjoy like music classes, fishing or attending concerts and events.
- Holidays and short breaks with/without support are positively encouraged
- a weekly programme of events and activities is on display.
- healthy eating is promoted and encouraged, and the resident is supported to cook balanced and nutritional meals within their capability.
- Healthy Eating information is on display in the kitchen
- Contact with family and friends is maintained where therapeutic.

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

Ucan adopts a 'person-centred' care approach, ensuring that the welfare and safety of residents is paramount. All residents know the RI and the role she undertakes.

As a result of analysis of feedback and monitoring mechanisms, it is evident that residents feel at home and happy at Ucan as evidenced through positive feedback comments, professional comments received by teams and a lack of complaints. A low turnover of staff also ensures continuity of care and support.

The RI is more than satisfied that residents are safe from abuse and neglect, and the Service User Guide and complaints process are readily available to residents. The home has a transparent culture so the RI is assured that individuals can raise concerns if necessary.

Positive practice includes:

- Robust recruitment procedures and DBS checks are in place ensuring the fitness and suitability of staff for the role as well as being in possession of the right values for the role.
- Staff are aware and trained in safeguarding identification and procedures, are trained in medication control and administration and assisting with self-medication.
- Induction and refresher training is comprehensive and completed by all staff.
- Staff training percentages are high, and each staff member has a training file that is reviewed and updated during supervision.
- No agency staff are used; Ucan bank staff are regular and receive the same training, induction and supervision as substantive staff.
- Low staff turnover rates ensure continuity of care and support for the residents.
- The staff member responsible for the shift is clearly identified on the off duty. Mechanisms are in place that all staff are aware of how to contact the manager or senior members of staff out of normal hours.
- Internal audits of medication are comprehensive, and all medication is stock checked daily.
- Risks to people's health and safety are thoroughly assessed and managed.
- Infection Control procedures are in place and risk assessments follow latest guidance.
- Regulatory checks and services on the home and equipment are all compliant. These form part of a rolling programme of maintenance. This in turn ensures the health and safety of all people at the home.
- Staff understand the process to raise concerns.
- There is accessible independent advocacy and resident meetings show that a clear resident voice is heard.
- The home is well maintained and safe with all external and internal audits completed in a timely manner.

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

Ucan very much believes in the health, well-being, and achievement of personal outcomes for residents. This is developed through adopting a strengths-based approach, underpinned by good governance and compassionate leadership. A committed staff team deliver person-centred care that is strengths-based and goal oriented. Staff are dedicated in helping to achieve the personal goals and outcomes for all individuals at the home, through tailored personal plans and strength-based outcomes written in conjunction with the individual. Co-production and enablement are at the heart of what we do.

As an organisation we are proud to report that:

- personal plans and risk assessments are reviewed with residents, these are clearly identified and comprehensive using a strengths-based approach.
- We underpin our practice with good governance, compassionate leadership and management of a committed and dedicated staff team who are focused on the personal goals and outcomes for all residents, however small.
- Staff turnover is low ensuring good continuity of care, stability and security
- The health and wellbeing of residents is enhanced by the calm and homely environment provided in the home, both internal and external through to the programme of events and activities on offer.
- The home is clean, safe, and welcoming and the garden areas provide ample space for external activities and relaxation.
- There is an ongoing maintenance plan to further the existing high standard of décor and furnishings.
- Residents are encouraged to plan and cook their meals within their individual level of support.
- Residents have a choice in the decoration of their personal spaces
- We maintain a safe and hazard free environment with an emphasis on cleanliness and safety through infection control measures, routine checks and audits on the servicing of health and safety equipment.
- Medical appointments are always maintained and monitored.
- Ucan promotes independence but also helps individuals where necessary to access activities or the community and also to foster relationships with family and friends.
- Information such as access to advocacy and complaints procedure is on display in easy read format for the individual as well as in pictorial format
- Residents' house meetings give voice, choice and control to individuals and a listening device for any ideas, suggestions and concerns.
- There are compliments and complaints forms readily accessible for residents/visitors

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)	5
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Diabetes Awareness - Annual Emergency First Aid - 3 years Cyber Security Webinar for the Social Care Sector in Wales

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a 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
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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	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	11
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Diabetes Awareness - Annual Emergency First Aid - 3 years

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	7
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5
<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)	4

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	At Hillside the operational hours typically are: 1 x 12 hour shift day (1 person) 1 12 hours shift -night (1 person) 4 x 10 hour shifts day (1 person) 7 x 8 hours shifts day (1 person)
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Operative To co-ordinate/ carry out repairs, maintenance, improvement works to keep people safe in a well maintained environment.
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA and DoLs - Annual Mental Health Awareness - Annual Emergency First Aid - 3 years

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Mill House
Telephone Number	01443411545
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1549.93
The maximum weekly fee payable during the last financial year?	1549.93

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?	Residents attend quarterly house meetings to discuss and give suggestions and input on any house matter/events/activities. Residents co-write their personal plan with their Key Worker focusing on strengths-based outcomes. The RI sends a survey twice a year to residents eliciting response regarding the quality of the service provided and their wellbeing.

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?	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	Mill House has a very large private garden area and patio where residents can enjoy birdwatching, boules, BBQs, growing vegetables and generally relaxing in the quiet riverside environment.
Provide details of any other facilities to which the residents have access	Mill House is a small cottage type property.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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.

Analysis of feedback questionnaires to staff and residents, and other monitoring mechanisms in place such as RI Visits, Staff meetings and Resident House meetings indicate that residents at Ucan are listened to, that they are included in discussions about their care and support and that they are included in the decision-making about the varied opportunities/activities that are accessible to them. Also, they indicate that they are happy with their home, the care they receive, the staff support and the activities on offer. It is made known to them that their input is valued, encouraged and acted upon.

Residents indicate that they feel supported to be as independent as possible with staff focussing on their strengths in order to deliver the best outcomes for the individual.

Professional feedback indicates that we show passion and enthusiasm for providing the best care possible for residents.

Some of the ways in which we achieve this are :

- Residents are provided a key worker and together they write and develop the individual's personal plan and outcomes
- Personal Plans are person centred and adopt a strengths-based approach. They are tailored to the individual, highlighting what they can do independently as well as what support level is needed

Personal plans are clear and reviewed with prescribed timeframes

- Tailoring activities to the individual's needs and strengths within and outside of the home such as meditation classes, light exercise, baking and gardening.
- Compiling weekly activity planners with the residents to see what has worked and what to improve upon.
- Resident house meetings are a listening device and provide opportunity to discuss an ideas and suggestions residents may have
- Encouraging practical life skills and integration within society is the basis of many outside activities such as shopping, managing finances, using public transport and attending events and community activities within their own comfort level.
- Residents are able to personalise their own space and choose their own bedroom colour.
- Residents are encouraged and helped to take holidays /short breaks with/without support as appropriate
- All staff are able to provide dedicated care support hours to individuals
- Residents are supported to attend all medical appointments if they so require
- Residents' opinions are also sought through questionnaires sent by the RI twice a year

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.

As a result of analysis of feedback and monitoring mechanisms, it is felt that residents of Ucan are happy with their home, live harmoniously together, are supported to maintain their health and wellbeing through medical appointments and practitioner visits to the home, in house meditation and exercise classes and nutritional food and balanced meals.

They are encouraged to participate in communal activities /socialising for personal development as well as supported to undertake solo activities. The continuous weekly changing programme of events and activities helps to maintain physical and mental wellbeing. Contact with family and friends is encouraged where therapeutic and staff give every client time and focus to talk and discuss any concerns on a daily basis.

Residents indicate that they are happy with the support they receive which contributes to their emotional and physical wellbeing. Personal plans are strengths-based and outcome focused and reviewed periodically with the resident.

It is strongly believed that well-being fundamentally begins with the home itself by creating a homely, welcoming and calm ambience, supported by the quality standard of the decor and furnishings and the maintenance of a good standard of repair throughout the homes. There are large external spaces for relaxation and lawn games as well as the opportunity to grow vegetables and plants. This is underpinned by a dedicated and committed staff team who enjoy their work and work excellently as a team. The RI witnesses positive exchanges and communication between residents and staff and staff treating residents with dignity and care.

Ucan is 100% committed to improving the overall living for every person residing with us.

We achieve this by:

- Encouraging residents to actively undertake light exercise with in the home or walking and attending gym sessions or any exercise of their choice.
- Supporting residents to pursue any personal hobbies they enjoy like eating out, Actif Woods, attending events in the community.
- Encouraging holidays and short breaks with/without support
- Displaying a weekly programme of events and activities
- The promotion of healthy eating where residents are supported to cook balanced and nutritional meals.
- Facilitating contact with family and friends where therapeutic
- Providing relaxing external spaces where residents can enjoy the fresh air and play boules, have barbecues, help with the gardening and nurture of plants and vegetables

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

The RI is assured that Ucan continues to adopt a person-centred approach and that all residents know the RI and what the role means.

Analysis of feedback and monitoring mechanisms shows that residents feel at home, happy and safe at Ucan evidenced through positive feedback comments from professionals and residents and the lack of complaints. Residents live in the security that the home is free from any bullying, discrimination and other forms of abuse or neglect.

In terms of the home environment and health and safety, the home is welcoming, calm and well maintained and residents like living in the safe and secure environment provided.

The RI is more than satisfied that residents feel and are safe from abuse and neglect. There is strong leadership with a compassionate approach. There is strong evidence of independent advocacy and resident meetings are documented where a clear resident voice can be heard.

Some of the ways we achieve this is through the following positive practice:

- There are robust recruitment procedures in place for new staff joining who undergo thorough DBS checks as well as possessing the right values to work in the care sector.

- Ucan has a strong core team and does not use agency staff.

Ucan's own bank staff are regular part of the team and receive the same training, induction and supervision as substantive staff.

- Low staff turnover ensures continuity of care and delivery of a quality service

- The staff and skill mix are appropriate regarding risk and complexity at any time.

- Staff training is up to date and appropriate for the role and training records are well documented.

- Induction and refresher training is comprehensive for all members of the staff team

- Staff are trained in safeguarding procedures/ raising concerns as well as medication administration and assisting with self medication.

- All residents are encouraged and supported to make all their medical appointments and have as varied and active a life as they wish.

- Residents receive visits or meet up from time to time with family /friends which is encouraged where therapeutic.

- The home is well maintained and all safety checks and audits are completed in a timely manner

- Medication stock checks are completed daily by staff on duty.

- Infection control procedures are in place

- There is accessible independent advocacy and resident meetings show that a clear resident voice is heard.

- risk assessments consider people's rights and freedoms

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

At Mill House residents are well cared for, happy and supported to achieve personal aims through strengths-based practice, however small. Ucan is confident that our procedures and protocols are fit for purpose and that we deliver the best care and support that benefits our residents, their wellbeing and personal outcomes. Co production and enablement are at the heart of what we do.

As an organisation we are proud to report that:

- we provide a calm and relaxing, homely, comfortable environment, both internally and externally. This in turn creates a bright and happy living experience enhanced by the large exterior garden space and patio for relaxation and garden activities as well as vegetable beds for use by all.
- we encourage residents to plan and cook their meals within their individual level of support.
- The implementation of an ongoing maintenance plan to further the existing high standard of décor and furnishings.
- we give residents a choice over their own personal space and decor
- we maintain a safe and hazard free environment with an emphasis on cleanliness and safety through infection control measures, routine checks of areas and servicing of equipment and utilities and the grounds maintenance.
- our practice is underpinned with good governance, compassionate leadership and management of the committed staff who deliver person-centred compassionate care as a team and who are dedicated to helping achieve the personal goals and outcomes for all individuals at the home, however small.
- we have built a strong, dedicated and committed staff team with low turnover which greatly helps to foster continuity of care and stability for residents who feel supported, secure and cared for.
- regular staff meetings and resident house meetings are held and these provide a listening device and highlight any item for discussion and addressing and they provide a focal point for ideas, suggestions, issues, concerns etc
- a comments and suggestion box is available and these are discussed in the community residents meetings.
- we provide accessible information in an easy read format. The resident guide has also been re-written in the same format. Posters are in place on the resident's boards outlining any further support that may be needed and information explaining rights, how to complain and access to advocacy are on display.
- we ensure systems, policies and procedures are up to date and appropriate to be able to deliver good quality care.

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) 4

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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Diabetes Awareness - Annual Emergency First Aid - 3 years Cyber Security webinar for the Social Care sector in Wales

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a 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
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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	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	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Diabetes Awareness - Annual Emergency First Aid - 3 years

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Diabetes Awareness - Annual Emergency First Aid - 3 years
<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

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.	4 x 12 hour shift for the Senior Care Support Worker
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
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	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness - Annual MCA & DoLS - Annual Mental Health Awareness - Annual Emergency First Aid - 3 years
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The hours rota'd a this service are typically: 1 x 12 hour shift day 1 x 12 hour shift night 1 x 8 hour shift day
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	1
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 Operative
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

Staff Qualifications

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