

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:	Woodlands Children's Development Centre Ltd
The provider was registered on:	27/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Woodlands Station Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2018
Responsible Individual(s)	Darryl Williams
Manager(s)	Tina Arrowsmith
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Woodlands Old School House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2018
Responsible Individual(s)	Darryl Williams
Manager(s)	Craig Williams
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Woodlands Ty Pont	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2018
Responsible Individual(s)	Darryl Williams
Manager(s)	Lesley Shone
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Woodlands Ty Coed	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2018
Responsible Individual(s)	Darryl Williams
Manager(s)	Paul Davies, Claire Parry
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Woodlands Croeshowell Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/02/2020
Responsible Individual(s)	Darryl Williams
Manager(s)	Claire Parry
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

Director meets with Leadership Team and Practice Leader to discuss next year's training needs for the workforce. Training Programme is then adapted accordingly and sent out to all employees.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The recruitment of staff continues to be a challenge for ourselves and nationally. We use a variety of mediums to recruit staff: social media, Indeed job portal, advertising including our website, job fairs and good links with the local university. However word of mouth continues to be one of the best methods of recruitment. Retention is less of an issue for ourselves. Many appointments are made internally and staff are involved in the therapy programmes. This all leads to job satisfaction.

Service Profile

Service Details

Name of Service	Woodlands Croeshowell Cottage
Telephone Number	01244579038
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	Welsh lessons

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4650

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?	Consultation has taken place with all stakeholders in Woodlands, both on a formal and informal basis. This includes, but is not limited to, families, Social Services, care staff, therapeutic staff, education staff, young people, both past and present, independent visitors and child advocacy services. The results of the formal process are on record.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	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	Large garden with patio area.
Provide details of any other facilities to which the residents have access	Games room above 2 car garage space.

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.

<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>Arrangements are in place to facilitate twice weekly Community Meetings where young people are consulted in relation to their views about the home, where changes and or improvements can be made and are an opportunity to celebrate achievements and recognise the positives.</p> <p>Each young person has been allocated a Link Worker. Though the young people see and spend time with their Link Worker regularly, once a month there time allocated to facilitate a one to one session. This usually consists of a meal out or an activity which allows for meaningful conversation. These sessions are however not limited to once a month, there are allowances for one to sessions to take place more frequently if requested or required by the young person.</p> <p>Good Lives Meetings. These are arranged to take place on a monthly basis and are attended by the young person and their GLM team (Link Worker, representative from school (usually Headteacher), Registered Manager and if and when appropriate the young persons Social Worker and / or family. The Good Lives meetings are an opportunity to reflect on the young person's progress and support required. Targets are set and achievements are celebrated and rewarded. Young People are able to raise their own agenda items, make requests and have full input into these meetings. They also have the option to complete Proposal Forms in preparation for these meetings to help them articulate their wishes methodically and to consider any risk management plan that may need to be implemented.</p> <p>Table top discussions at meal times. Young people are encouraged to eat evening meals as a household and are supported to engage in conversation. Though conversations can be in relation to general subject matter they can include conversations based on the young persons wishes and feelings and future plans for the "community". Staff will signpost the young people to discuss issues raised at more appropriate forums if required. I.e. Community Meetings.</p> <p>Tutor sessions in school. Each young person has allocated a tutor within school who facilitates these sessions on a monthly basis.</p>
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<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>Young people are supported to attend weekly therapy sessions . Some of the young people are supported by a member of care staff who undertake the role of Therapy Support Worker. In some instances where this is not appropriate or is not in the young peoples best interest, so is very much based on the individuals needs.</p> <p>Young people are encouraged to participate in a variety of extra curricular activities. These include football, running club and bouldering to name a few. The summer holidays are planned to ensure that young people continue to have structure and routine to their day and have the opportunity to explore activities and areas they may never have tried previously.</p> <p>We have good links with other health professions and work closely with the LAC Nurse, CAMHS and the Neurodevelopment Team. Our pharmacist and GP, who has an online consultation facility negating the need for face to face appointments for minor issues. This service has been well utilised and well received given the difficulties in appointment shortages.</p> <p>All young people are encouraged to practice independent living skills appropriate for their age, abilities and risk management plans These include using public transport, shopping independently and cooking simple evening meals to a budget.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding Training, both as part of the Induction process and their on-going development. Also included is Prevent, Sexual Exploitation and Criminal Exploitation. All training includes staff being aware of the processes to follow in the event of a disclosure. All staff are encouraged to download the Wales Safeguarding Procedures App.</p> <p>As part of their therapy programmes young people work towards recognising risks and learning strategies for keeping safe.</p> <p>Woodlands has clear lines of communication. Handovers are shared on a daily basis with the House Manager, Responsible Individual, Team Leaders, Link Worker, Head Teacher and Therapist.</p> <p>Staff on shift are supported Team Leaders and there is an on call rota in place to enable managers to support staff out of their working hours.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Croeshowell Cottage is located in a semi-rural area and has a range of easy to access local amenities. These include a GP surgery, pharmacist and a convenience store within walking distance. Further afield is a larger supermarket and all other amenities you would expect in a City centre, these are all accessibly by either car or the bus, enabling the young people to access them independently if appropriate.</p> <p>All bedrooms within the home are en-suite which ensures that young people can bathe in private and use their toilet facilities at night-time without fear of disturbing others. If staff wish to communicate with young people who are in their rooms they will knock first, they will never enter a bedroom without being invited too. Staff will help young people to keep their bedrooms clean and tidy and will do so in a non intrusive manner.</p> <p>Young people are encouraged to personalise their bedrooms with posters and accessories, and are, when appropriate, consulted with during community meetings regarding any purchases required for the home.</p> <p>The home has three bedrooms, a communal kitchen and dining area, communal lounge and snug and a utility room with appliances that young people are supported to use independently. There is also a games room and a large garden.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	0
	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.	Working with trauma Drug & Alcohol Awareness Emotional Intelligence Risk Assessments Triple A in the Classroom
	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?	No
Other supervisory staff	
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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Team Leader Training Emotional Intelligence Legislation Working with Trauma Community Meeting Training Risk Assessments</p>
<p>Contractual Arrangements</p>	
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
<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)	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	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	5
Medicine management	4
Dementia	0
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Working with Trauma Emotional Intelligence Triple A in the classroom First Aid Drug & Alcohol Awareness Risk Assessments Community Meeting Training DDP Therapy Training</p>

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 11 pm /2.30 pm - 11 pm (3 staff) Sleep-in - 12 am - 7 am (2 staff)
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
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Woodlands Old School House
Telephone Number	01978 820412
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	Welsh lessons

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4650

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?	Consultation has taken place with all stakeholders in Woodlands, both on a formal and informal basis. This includes, but is not limited to, families, Social Services, care staff, therapeutic staff, education staff, young people, both past and present, independent visitors and child advocacy services. The results of the formal process are on record.

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?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Large garden at front and rear including orchard.
Provide details of any other facilities to which the residents have access	None

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.

<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>Good Lives Meetings - Within Old School House we continue to engage all young people with the creation of their own personal plan and how we support them. They are arranged monthly and attended by the young person and their GLM team. These meetings are an opportunity to reflect on the young person's progress and support required. Targets are set and achievements celebrated and rewarded. Young people can raise their own agenda items, make requests and have full input into the meetings. Additionally they have the option to complete proposal forms in preparation for the meeting to help articulate their wishes methodically and to consider any risk management plan which may need implementing.</p> <p>Community Meetings – These take place at the house at least once weekly. There are actions recorded and young people are encouraged to chair the meetings.</p> <p>Responsible Individual – knows all the young people at the house very well and reads the daily handovers and all reports written on the young people. The R.I. also attends all the house team meetings and sees the young people daily at school during a assembly and has lunch with them every day. The R.I. visits the houses regularly, particularly during the holidays.</p> <p>Link workers – All young people have their own link worker who works closely with them and writes weekly, monthly and review reports, which are sent to the Placing Authority. The link worker and the young person also have monthly meals together out in the community. The bond between the link worker and the young person can be very close and a relationship that the young person values very much.</p> <p>Independent Advocate – These take place monthly at the house and a report is produced. The young people can choose to meet as a group with the Advocate or individually.</p> <p>Monthly Independent Visitor Reports – take place monthly and a detailed report is produced.</p> <p>Statutory Reviews – The young person reads their report before the review and is encouraged to discuss their thoughts and feelings regarding how things are going. The young person's comments are recorded in each section of the report. Additionally, they are asked to complete a feedback form regarding how they feel things have gone since the last review report.</p> <p>School Council – elected by the young people who vote for their peers to have positions on the Council. They have monthly meetings with an agenda which the young people are encouraged to give input.</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>Young People are supported to attend weekly therapy sessions and some are supported by a member of care staff who undertakes the role of Therapy Support Worker.</p> <p>Young People are encouraged to participate in a variety of extra-curricular activities and during the summer holidays and programme of activities is planned and all young people are encouraged to be out and be active. Sometimes the holiday period allows the opportunity for young people to have an extended stay close to their local area with the support of staff.</p> <p>Various Christmas activities were planned for the house and during school time which included Woodlands Got Talent. All young people across all the houses took part and was thoroughly enjoyed by all.</p> <p>We have good links with other health professions and work closely with the LAC Nurse, CAMHS and the Neurodevelopment Team.</p> <p>All young people are encouraged to practice independent living skills appropriate to age, ability and risk management plans which include the use of public transport, shopping independently and cooking meals to a budget.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is key to the progress and wellbeing of the young people at Old School House. The young people voice to me that they feel safe and I make them aware when they first arrive that they can always come to me if they feel their views are not being listened to.</p> <p>Young people and their link workers receive feedback at the end of each therapy session. All staff members would be given a written handover if there was any safeguarding issue.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The property occupies a pleasant semi – rural location on the fringe of the village, approximately 8 miles from Wrexham (10 miles from Oswestry) and a 30-minute drive to Chester. Material standards in the house are very high and the young people talk to the Responsible Individual of being well cared for.</p> <p>Some young people live within the annexed part of the house where we can replicate supported living in readiness for their next transition when they leave Woodlands.</p> <p>Staff attempt to work with the young people affording them dignity and respect. Staff always knock on the young person's bedroom door before asking them can they come in.</p> <p>All new residents at Old School House have a big say in the decoration of their room ready in time for their admission. All admissions are planned. Old School House does not take emergency admissions.</p> <p>The staffing group at Old School House has a balanced gender mix and also a good mix in terms of different ages of staff. The care staff are also closely involved in the delivery of the therapy programmes of each young person. Each therapy programme is individualised completely to that young person.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>17</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DDP Therapy Training Working with Trauma Community Meeting Training Emotional Intelligence Drug & Alcohol Awareness Risk Assessments First Aid

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
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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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working with Trauma Community Meeting Training Drug & Alcohol Awareness Risk Assessments Triple A in the Classroom

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emotional Intelligence Community Meeting Training Drug & Alcohol Awareness Risk Assessments Triple A in the Classroom Team Leader Training

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	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

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

Does your service structure include roles of this type?	No
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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	12
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	8
Equality, Diversity & Human Rights	3
Infection, prevention & control	1
Manual Handling	0
Safeguarding	10
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emotional Intelligence Drug & Alcohol Awareness Community Meetings Training Triple A in the Classroom DDP Therapy Training First Aid Working with Trauma Legislation
<p>Contractual Arrangements</p>	
No. of permanent staff	11
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
<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)	6
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 11 pm / 2.30 pm - 11 pm (6 staff) sleep in - 12 am - 7 am (2 staff)

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	10
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Woodlands Station Cottage
Telephone Number	01978 856777
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	Welsh lessons

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4650

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?	Consultation has taken place with all stakeholders in Woodlands, both on a formal and informal basis. This includes, but is not limited to, families, Social Services, care staff, therapeutic staff, education on staff, young people, both past and present, independent visitors and child advocacy services. The results of the formal process are on record.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	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	Large garden to the sides and rear including orchard and pond.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Arrangements are in place to facilitate Community Meetings where young people are consulted in relation to their views about the home, where changes and/or improvements can be made and are an opportunity to celebrate achievements and recognise the positives.</p> <p>Good Lives Meetings - These take place monthly and are attended by young person and the GLM team consisting of link worker, school representative, manager and therapy and when appropriate also includes social worker and/or parents. Targets are set and achievements celebrated and rewarded. Young People can raise their own agenda items, make requests and have an option to complete a proposal form prior to the meeting to help them articulate their wishes methodically and to consider any risk management plan which may need implementing.</p> <p>Each young person is allocated a Link Worker who spends time with them regularly and once a month there is time allocated to facilitate a one to one session which usually consists of a meal out or an activity which allows for meaningful conversations.</p> <p>Tutor sessions at school - Each young person is allocated a tutor at school who facilitates sessions on a monthly basis.</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>Young People are supported to attend weekly therapy sessions and some are supported by a care staff member who undertakes the role of Therapy Support Worker. All young people are encouraged to participate in extra-curricular activities. We have good links with other health professions and work closely with the LAC Nurse, CAMHS and the Neurodevelopment Team.</p> <p>Young People are also encouraged to practice independent living skills appropriate to age, ability and risk management plans which include using public transport, shopping independently and cooking meals to a budget.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding Training, both as part of the Induction process and their on-going development. Also included is Prevent, Sexual Exploitation and Criminal Exploitation. All training includes staff being aware of the processes to follow in the event of a disclosure. All staff are encouraged to download the Wales Safeguarding Procedures App.</p> <p>As part of their therapy programmes young people work towards recognising risks and learning strategies for keeping safe. Woodlands has clear lines of communication. Handovers are shared on a daily basis with the House Manager, Responsible Individual, Team Leaders, Link Worker, Head Teacher and Therapist.</p> <p>Staff on shift are supported Team Leaders and there is an on call rota in place to enable managers to support staff out of their working hours.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>One young person at Station Cottage is due to leave soon and we have actively been supporting him to access the area he will be moving to by taking him on the train (after a few times with staff he was able to manage this himself) he would then utilise the area to find cafes, supermarkets, nearest colleges etc. He has been managing a budget and doing his own menu planning and shopping and becoming independent travelling to school and back and being able to go around the local area. As a team we are confident he knows how to cook healthy balanced meals and to budget for food, rent bills etc. We are collating a folder for him to take with him when he leaves of recipes, budgets and general information that will be useful when he is living on his own.</p> <p>The house is situated in a semi-rural location and has easy access to local amenities.</p> <p>All bedrooms within the home are en-suite. If staff wish to communicate with young people who are in their rooms they will knock and not enter a bedroom without being invited too. Staff will help young people keep their rooms clean and tidy and will do so in a non-intrusive manner. Young people are encouraged to personalise their own rooms with posters and accessories.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working with Trauma Emotional Intelligence Drug & Alcohol Awareness Risk Assessments First Aid

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?	No
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Other supervisory staff	
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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Team Leader Training Community meeting training Emotional Intelligence Risk Assessments DDP Therapy Training First Aid Working with Trauma Drug & Alcohol Awareness Triple A in the Classroom</p>
<p>Contractual Arrangements</p>	
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
<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)	3
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 social care worker	3
No. of staff working towards the required/recommended qualification	0

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DDP Therapy Training Legislation Working with Trauma Community Meeting training Emotional Intelligence Triple A in the Classroom First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 11 pm / 2.30 pm - 11pm (3 staff) sleep in - 12 am - 7 am (2 staff)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Woodlands Ty Coed
Telephone Number	01978750817
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	Welsh lessons

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4650

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?	Consultation has taken place with all stakeholders in Woodlands, both on a formal and informal basis. This includes, but is not limited to, families, Social Services, care staff, therapeutic staff, education on staff, young people, both past and present, independent visitors and child advocacy services. The results of the formal process are on record.

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?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	House set in 35 acres of cultivated forestry including a large pond.
Provide details of any other facilities to which the residents have access	Outdoor education facility onsite.

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.

<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>Arrangements are in place to facilitate Community meetings where young people are consulted in relation to their views about the home, where changes and/or improvements can be made and are an opportunity to celebrate achievements and recognise the positives.</p> <p>Link Worker sessions. Each young person has been allocated a Link Worker. Though the young people see and spend time with their Link Worker regularly, once a month there time allocated to facilitate a one to one session. This usually consists of a meal out or an activity which allows for meaningful conversation. These sessions are however not limited to once a month, there are allowances for one to sessions to take place more frequently if requested or required by the young person.</p> <p>Good Lives Meetings. These are arranged to take place on a monthly basis and are attended by the young person and their GLM team (Link Worker, representative from school (usually Headteacher), Registered Manager and if and when appropriate the young persons Social Worker and / or family. The Good Lives meetings are an opportunity to reflect on the young person's progress and support required. Targets are set and achievements are celebrated and rewarded. Young People are able to raise their own agenda items, make requests and have full input into these meetings. They also have the option to complete Proposal Forms in preparation for these meetings to help them articulate their wishes methodically and to consider any risk management plan that may need to be implemented.</p> <p>Tutor sessions in school. Each young person has allocated a tutor within school who facilitates these sessions on a monthly basis. They are primarily focused on school however young people are encouraged to reflect on their GLM targets and behaviour all round. They are also encouraged to share any concerns in whichever area of their life it is. A summary of these discussions are shared with the house so all staff are aware of how best to support the young person.</p> <p>Young people are visited on a monthly basis by the independent advocate.</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>Young people are supported to attend weekly therapy sessions. Some of the young people are supported by a member of care staff who undertake the role of Therapy Support Worker.</p> <p>Young people are encouraged to participate in a variety of extra-curricular activities. The summer holidays are planned to ensure that young people continue to have structure and routine to their day and have the opportunity to explore activities and are as they may never have tried previously.</p> <p>We have good links with other health professions and work closely with the LAC Nurse, CAMHS and the Neurodevelopment Team. Our pharmacist and GP, who has an online consultation facility negating the need for face to face appointments for minor issues. This service has been well utilised and well received given the difficulties in appointment shortages.</p> <p>All young people are encouraged to practice independent living skills appropriate for their age, abilities and risk management plans which include using public transport, shopping independently and cooking simple evening meals to a budget.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding Training, both as part of the Induction process and their on-going development. Also included is Prevent, Sexual Exploitation and Criminal Exploitation. All training includes staff being aware of the processes to follow in the event of a disclosure. All staff are encouraged to download the Wales Safeguarding Procedures App.</p> <p>As part of their therapy programmes young people work towards recognising risks and learning strategies for keeping safe.</p> <p>Woodlands has clear lines of communication. Handovers are shared on a daily basis with the House Manager, Responsible Individual, Team Leaders, Link Worker, Head Teacher and Therapist.</p> <p>Staff on shift are supported Team Leaders and there is an on call rota in place to enable managers to support staff out of their working hours.</p>

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

Ty Coed is located in a rural area but has a range of easy to access local amenities including a GP surgery, pharmacist and a convenience store.

All bedrooms within the home are en-suite which ensures that young people can bathe in private and use their toilet facilities at night-time without fear of disturbing others. If staff wish to communicate with young people who are in their rooms they will knock first, they will never enter a bedroom without being invited too. Staff will help young people to keep their bedrooms clean and tidy and will do so in a non-intrusive manner.

Young people are encouraged to personalise their bedrooms with posters and accessories, and are, when appropriate, consulted with during community meetings regarding any purchases required for the home.

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) 17

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
Medicine management	1	
Dementia	0	

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

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working with Trauma Team Leader Training Community Meeting Training Emotional Intelligence Appropriate Adult Training Drug & Alcohol Awareness Risk Assessments
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team Leader Training Working with Trauma Emotional Intelligence DDP Therapy Training Appropriate Adult Training Drug & Alcohol Awareness Triple A in the Classroom First Aid Community Meeting Training Risk Assessments
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	2

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

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

Induction	6
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	0
Safeguarding	10
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working with Trauma Community Meeting Training Emotional Intelligence Drug & Alcohol Awareness Appropriate Adult Training Triple A in the Classroom Legislation DDP Therapy Training First Aid

Contractual Arrangements

No. of permanent staff	11
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)	10
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 11 pm / 2.30 pm - 11 pm (6 staff) Sleep in 12 am - 7 am (2 staff)
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	5

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Woodlands Ty Pont
Telephone Number	01978 820606
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	Welsh lessons

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4650

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?	Consultation has taken place with all stakeholders in Woodlands, both on a formal and informal basis. This includes, but is not limited to, families, Social Services, care staff, therapeutic staff, education staff, young people, both past and present, independent visitors and child advocacy services. The results of the formal process are on record.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3

How many bathrooms have assisted bathing facilities?	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	Patio garden at front of house.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>The young people's views about the home and their living experience are continually sought bi-weekly in community meetings, from where the agenda items they raise are discussed, actioned or escalated as appropriate.</p> <p>Indications from these meetings are that the young people are happy with arrangements in place and feel that they are given opportunities and have a voice in their care and support plans. Feedback indicates that the young people, their parents/families and social workers are largely satisfied with the service they receive at Ty Pont – they feel listened to and their feedback is embraced and acted upon. The young people often express that “the atmosphere in the house is very nice” ... *</p> <p>Young people are also formally given opportunities to contribute to decisions that affect them in their monthly Good Life meetings, before which they have a one-to-one discussion with their Link Worker to air their views. They are also asked to provide feedback on their placement with us prior to any CLA review meeting. Further to this, young people are encouraged to express their opinions openly in informal settings/conversation.</p> <p>The young people are given appropriate choices with regards to activities away from the house, what they eat, and how they spend their free time within the home. Integral to each individual's Personal Plan is their Weekly Planner, completed by the individual young person to indicate their choices on activities.</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>Young people are registered with local health services. They have indicated they are happy with the support provided to access health services whenever necessary. Incidents of ill health or injury are taken seriously and appropriate support and/or guidance has been sought from external health agencies, be it NHS 111, the local health centre, hospital, dentist or opticians. One of the young people has maintained registration with the dentist in the home area and has, accordingly, been supported to attend the necessary appointments there.</p> <p>Staff continue to receive relevant training and have embraced the new electronic platform for medication records. Alongside this, arrangements for the administration of medication have been reviewed and there is a designated key holder each day.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding Training, both as part of the Induction process and their on-going development. Also included is Prevent, Sexual Exploitation and Criminal Exploitation. All training includes staff being aware of the processes to follow in the event of a disclosure. All staff are encouraged to download the Wales Safeguarding Procedures App.</p> <p>As part of their therapy programmes young people work towards recognising risks and learning strategies for keeping safe.</p> <p>Woodlands has clear lines of communication. Handovers are shared on a daily basis with the House Manager, Responsible Individual, Team Leaders, Link Worker, Head Teacher and Therapist.</p> <p>Staff on shift are supported Team Leaders and there is an on call rota in place to enable managers to support staff out of their working hours.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The area around Ty Pont has a range of easy to access local amenities. These include a GP surgery, pharmacist and a convenience store within walking distance. Further afield is a larger supermarket and all other amenities you would expect in a City centre and are all accessible by either car or the bus, enabling the young people to access them independently if appropriate.</p> <p>All bedrooms within the home are en-suite which ensures that young people can bathe in private and use their toilet facilities at night-time without fear of disturbing others. If staff wish to communicate with young people who are in their rooms they will knock first, they will never enter a bedroom without being invited too. Staff will help young people to keep their bedrooms clean and tidy and will do so in a non-intrusive manner.</p> <p>Young people are encouraged to personalise their bedrooms with posters and accessories, and are, when appropriate, consulted with during community meetings regarding any purchases required for the home.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Triple A in the Classroom Legionella & Legionnaires Disease Awareness First Aid

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?	No
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Other supervisory staff

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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DDP Therapy Training Legislation Team Leader Training Working with Trauma Emotional Intelligence Drug & Alcohol Awareness Triple A in the Classroom Community Meeting Training Risk Assessments Legislation
<p>Contractual Arrangements</p>	
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
<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)	3
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 social care worker	3
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
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>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Drug & Alcohol Awareness Community Meeting Training Emotional Intelligence Working with Trauma Triple A in the Classroom
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8 am - 11 pm / 2.30 pm - 11 pm (3 staff) sleep in 12 am - 7 am (2 staff)		
<table border="1"> <tr> <td colspan="2">Staff Qualifications</td> </tr> </table>		Staff Qualifications	
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		
Domestic staff			
Does your service structure include roles of this type?	No		
Catering staff			
Does your service structure include roles of this type?	No		
Other types of staff			
Does your service structure include any additional role types other than those already listed?	No		