

# 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:	Your Chapter	
The provider was registered on:	13/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Grace House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	02/06/2020
	Responsible Individual(s)	Amanda Cooke
	Manager(s)	Nikki Griffiths
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Teresa House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	13/02/2019
	Responsible Individual(s)	Amanda Cooke
	Manager(s)	Jodie Banks
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Carla House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	12/08/2019
	Responsible Individual(s)	Amanda Cooke
	Manager(s)	Amanda Cooke
	Maximum number of places	4
	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	We are committed in ongoing training and development for all employees. We offers a week mandatory induction programme for all new staff, and an ongoing training pathway throughout their employment which includes face to face and online training; this is refreshed which is inline with regulations/ expectations. We provide our staff with skills and knowledge to deliver the highest quality of care to the children in our homes.
--	--

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

To establish and maintain competent staff committed to good outcomes for children. we have recruitment systems in place which are thorough and considers the safeguarding of children and young people at every stage of the recruitment process. the job description includes the responsibility for safeguarding children and ensuring the person specification includes reference to suitability to work with children. All staff go through the safer recruitment process

## Service Profile

### Service Details

Name of Service	Carla House
Telephone Number	01978757423
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Due to the position of the service only being just over the Welsh border and the area in where the home is situated in predominantly English speaking. Language and communication need of the children are explored as part of the referral process prior to any child moving into the home, this is to ensure all the needs of the child is met There are some Welsh speaking staff in the home however their first language is English

## Service Provision

### People Supported

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

### Fees Charged

The minimum weekly fee payable during the last financial year?	5500
The maximum weekly fee payable during the last financial year?	5500

### Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	4

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We encourage young people to speak openly and honestly about the care they receive at the home. We consult with the children weekly on general things such as food and activities on offer. On a monthly basis we hold house meeting where children are encouraged manage the meetings if they want to do so, to give their views on every aspect of the home and how it runs including our "what we do well" and "what we could do better". Regular Children Look ed After reviews for all children are conducted within the young person's time frame and are normally centred on the child's care plans and measured against their outcome reports. Each child are involved in creating their 'My Plans' with the staff which is a child centred document and another way for them to express their views, wishes and feelings. As the RI I complete regular visits to the home and as well during my Reg 73's and during these visits I seek feedback from the children around the care and support they receive from the home.
--	---

#### 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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Carla house is a detached former farmhouse in a rural part on the outskirts of Wrexham. The property has an extended garden with ample room for outdoor games and a BBQ area alongside an attractive orchard and fantastic views all around.
Provide details of any other facilities to which the residents have access	There is a co-located school which only the children from Carla house have access too

#### 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>Our vision for the home, has been to create a place where children can feel safe, be happy and feel as normal as possible. Calling the house their home for how ever long they are living there. We encourage all the children to engage in all opportunities we offer which will develop each child to reach their full potential in all areas of their care planning. We have and continue to encourage all the children to actively help to devise and create their own care and risk management plans. The home manager and staff have been and continue to do this by actively listening to the children and acting on what they are saying through support, guidance, daily. The home is very good at advocating for the children. The home has and continues to encourage the children to attend their monthly meetings where they are supported to have a voice. The home will request advocates for the children to ensure their voice is heard. The home actively encourages the children to be active in creating a warm, safe nurturing environment which is not institutional for them to flourish. The children at the home are supported to practice any areas of religion or culture that they choose to participate in. Children will also be encouraged to develop an understanding of their individual roots and culture to develop identity. The home has and will encourage the children to actively participate in cultural projects which includes themed nights and creating education displays which has helped with educating the children's knowledge and understanding of not only their own culture but to gain understanding of others too.</p> <p>Children's progression is discussed during our Multi-Disciplinary Team meetings which are attended by the Home's Manager, Head Teacher, Responsible Individual and Lead Clinician. The purpose of the MDT process is to provide ongoing governance of the support, which is being conducted with each child, and where changes to intervention plans can be discussed and agreed. The primary focus of the MDTs is to ensure risk management strategies are appropriate and up to date, and that progress through the Well Being for Life model is shared with relevant Staff and professionals who are involved in their care planning.</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>All children in the home are registered with all health professionals such as, dentist, opticians and local GP practice. This is to ensure all their health and well-being needs are met from the point of them moving into the home. The manager and team ensure all the children have access to professionals when required and are supported to do this by the team around them. The home works closely with the clinician who is allocated to the home to ensure the children's development and overall, well-being is being supported. This is again discussed in the MDT meetings with the manager, clinician and lead educationalist. In addition to these meetings the clinician will give advice, guidance, and support to ensure all the children's needs are being met which includes formulations of the children's presenting behaviours which is linked to the child's plans. There are times where the children have and will receive direct one to one support by the clinician, but this is and has been on an individual basis. The home has a co-located school which works very closely with the home. The school which is registered under Estyn only accepts children who are living in the home. The school follows the curriculum and can offer where needs be 1:1 support to meet the education needs to ensure the children are supported to gain the best outcomes they possibly can.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a rigorous admission process which is followed before any child moves into the home. It is very important to us that children are well matched. The home managers will request information to help inform their decisions however, where possible they will either visit the child personally or if this is not a possibility then they will meet the child virtually to discuss the home and how they can help them. They will discuss with the child to see what they feel their needs are and then from this discuss how they can support the child in these areas. This is paramount for the children moving into the home as it is important that the children who already live in the home are thought about throughout the whole of this process to ensure as much as possible impacts are to a minimal. There is a pre-impact assessment completed and after 7 days the provider assessment is completed. All the children have risk management plans in place, and these are shared with the staff team and local authorities. The home has continued to have good communication with the local Police and Safeguarding to ensure all information where needed is shared and all agencies are working together to ensure the children are safe and protected from abuse and neglect. There is a clear complaints procedure in place which the children in the home are and have used over this time very well. The children are also aware they can speak to me on my visits, and I do directly discuss this in my Reg 73 visits (discussing with the children how they are feeling about living in the home and if they have any concerns). As an organisation we have a quality assurance team who along with the home manager and me go through all the paperwork in the home to ensure all safeguarding policies and procedures are followed. There is a whistleblowing policy in place which all staff are aware of and can report any concerns they may have. During my visits including my Reg 73 I talk to staff and will gain feedback regarding the safety of the home, staff and children. The home manager has over this period shown to respond to any safeguarding concerns effectively and within a timely manner. All the children have child friendly risk management plans which they go through with the staff so they have a full understanding of risk and how this is either increasing or reducing</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The children are supported to be involved in all their planning as much as possible. Each week the children participate in their weekly planning which involved them sitting with the staff to plan their weeks which includes any activities they would like to do and appointments which they may have, such as health appointments, contacts, etc. This has been helping the children to gain more independent skills around organising their time to ensure all their needs are met. The home celebrates the children's achievements in the home and within education. The children are involved in the menu planning and food shopping which has a positive impact in their health and well-being as well independent skills. Each of the children are involved in creating their 'My Plans' which is where they can voice their views, wishes and feelings. The children in the home attend all their meetings around placement and education planning; at these times they are given support by the staff. The children in the home receive positive praise daily and the team use positive consequences and reward systems which have shown over the last reviewing period to be effective. This consequence can be positive or negative as a way of helping the children with their understanding of cause and effect thinking (how one thing leads to another) these are discussed with the children and key working is completed to support the child during these times. The home is very proactive in supporting the children to gain positive relationships which is explored as part of the well-being for life programme through key working. The home manager has to be pro-active in building the child's independence and taking calculated risk for the child to progress to being able to have mobile phones, social media access, social time and using transport services independently. Through building this independence, the children have been able to make positive friendships and this has resulted in them having social time with their friends outside of the home. There has been occasions where the children have been able to apply for and gain part-time jobs which has been a great achievement and resulted in a positive impact on their self-esteem, confidence and self-worth</p>

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

### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11

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

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

### Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	Trafficking Mental Health ADHD Grief and Bereavement CCE GDPR Fire Safety CPI First Aid Covid 19 Self harm MFC Risk Assessments Substance misuse Anti-bullying Recording and Reporting Regulation and Complince PACE Gangs and county lines care planning key working complaints and allegations sexualised behaviour CSE whistleblowing suicide and self harm Ligature
---	---

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	1

Deputy service manager	
------------------------	--

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts	
-------------------------	--

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trafficking ADHD Health and Safety First Aid Covid 19 Self-harm MFC Reporting and Recording Anti-bullying Gangs and County Lines Care planning and key working complaints and allegations sexualised behaviour CSE Whistleblowing Suicide and self harm Ligature

#### 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	1

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



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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	prevent and radicalisation Keeping children safe online Trafficking Mental health and wellbeing Therapeutic Key working Gangs and Knives ADHD training Grief and Bereavement Attachment and Trauma Child criminal exploitation GDPR Fire Safety Health and Safety CPI First Aid Covid 19 Self-harming behaviour missing from care Risk Assessment Substance misuse Anti Bullying Reporting and Recording Regulation and Compliance PACE Gangs and County lines Care planning complaints and allegations sexualised behaviours CSE Whistleblowing Suicide and Self-harm Awareness Ligature
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Typical shift patterns in operation for employed staff</b>	
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.	Two on four off shift pattern start at 10am finish at 11pm and then two staff do a sleep in. They then do 7:30am - 10:30am which includes handover There is one senior staff member on each shift with 2 TCP's
<b>Staff Qualifications</b>	
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
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	3

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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevent and Radicalisation Keeping Children safe on line Trafficking Mental health and wellbeing Gangs and knives ADHD Attachment and Trauma CSE CCE Therapeutic key working Attachment and Grief Fire Safety CPI First Aid Covid 19 Self harm MFC Risk Assessment Substance Misuse Anti bullying Reporting and Recording PACE Gangs and county lines Care planning and key working complaints and allegations sexualised behaviour CSE Whistleblowing suicide and self harm ligature
---	--

Contractual Arrangements

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
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.	Two on four off shift pattern start at 10am finish at 11pm and then two staff do a sleep in. They then do 7:30am - 10:30am which includes handover There are 2 TCP's on with a Senior on each shift
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	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Property Manager Quality Assurance Manager
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NEBOSH - health and safety qualification

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Grace House
Telephone Number	01588650569
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Due to the position of the service only being just over the Welsh border and the area in where the home is situated in predominantly English speaking. Language and communication need of a young person would always be explored as part of the referral process and consideration to how needs could be met will form part of the referral process prior to any child moving into the home, this is to ensure all the needs of the child is met

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	5500
The maximum weekly fee payable during the last financial year?	5500

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We encourage children to speak openly and honestly about the care they receive at the home. We consult with the children weekly on general things such as food, activities on offer. On a monthly basis we hold house meeting where children are encouraged to take the lead in these meetings if they wish to, to give their views on how the house runs including "what we do well" and "what we could do better". Regular Children Looked After reviews are conducted and are centred around the child's care plans and measured against their outcome reports. Each child are involved in creating their 'My Plans' with the staff which is a child centred document and another way for them to express their views, wishes and feelings. As the RI I complete regular visits to the home and discuss with the children how they are feeling about the home and during my Reg 73 visits I seek feedback from the children around the care and support they receive from the home and if there is anything we can do better

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Grace House is located in an area of outstanding natural beauty and the property has a wonderful formal garden with paddock and woodland surrounding the house and open countryside. The gardens are spacious which surround the property which the children have full access to. They have an area where the children with the staff grow vegetables, area where they have play equipment and within the garage area they have fitness equipment they are able to use.
Provide details of any other facilities to which the residents have access	Grace house has a co-located school within the grounds and this is registered under Estyn which provides education for the children only living in the home

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.

Our vision for the home, has been to create a place where children can feel safe, be happy and feel as normal as possible. Calling the home their home for how ever long they are living there. We encourage all the children to engage in all opportunities we offer which will develop each child to reach their full potential in all areas of their care planning. We have and continue to encourage all the children to actively help to devise and create their own care and risk management plans. The home manager and staff have been and continue to do this by actively listening to the children and acting on what they are saying through support, guidance, daily. The home is very good at advocating for the children. The home has and continues to encourage the children to attend their monthly meetings where they are supported to have a voice. The home will request advocates for the children to ensure their voice is heard. The home actively encourages the children to be active in creating a warm, safe nurturing environment which is not institutional for them to flourish. The children at the home are supported to practice any areas of religion or culture that they choose to participate in. Children will also be encouraged to develop an understanding of their individual roots and culture to develop identity. The home has and will encourage the children to actively participate in cultural projects which includes themed nights and creating education displays which has helped with educating the children's knowledge and understanding of not only their own culture but to gain understanding of others too.

Children's progression is discussed during our Multi-Disciplinary Team meetings which are attended by the Home's Manager, Head Teacher, Responsible Individual and Lead Clinician. The purpose of the MDT process is to provide ongoing governance of the support, which is being conducted with each child, and where changes to intervention plans can be discussed and agreed. The primary focus of the MDTs is to ensure risk management strategies are appropriate and up to date, and that progress through the Well Being for Life model is shared with relevant staff and professionals who are involved in their care planning.

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.

All children in the home are registered with all health professionals, this is to ensure all their health and well-being needs are met from the point of them moving into the home. The manager and team ensure all the children have access to professionals when required and are supported to do this by the team around them. The home works closely with the clinician who is allocated to the home to ensure the children's development and overall, well-being is being supported. This is again discussed in the MDT meetings with the manager, clinician and lead educationalist. In addition to these meetings the clinician will give advice, guidance, and support to ensure all the children's needs are being met which includes formulations of the children's presenting behaviours which is linked to the child's plans. There are times where the children have and will receive direct one to one support by the clinician, but this is and has been on an individual basis. The home has a co-located school which works very closely with the home. The school which is registered under Estyn only accepts children who are living in the home. The school follows the curriculum and can offer where needs be 1:1 support to meet the education needs to ensure the children are supported to gain the best outcomes they possibly can.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a rigorous admission process which is followed before any child moves into the home. It is very important to us that children are well matched. The home managers will request information to help inform their decisions however, where possible they will either visit the child personally or if this is not a possibility then they will meet the child virtually to discuss the home and how they can help them. They will discuss with the child to see what they feel their needs are and then from this discuss how they can support the child in these areas. This is paramount for the children moving into the home as it is important that the children who already live in the home are thought about throughout the whole of this process to ensure as much as possible impacts are to a minimal. There is a pre-impact assessment completed and after 7 days the provider assessment is completed. All the children have risk management plans in place, and these are shared with the staff team and local authorities. The home has continued to have good communication with the local Police and Safeguarding to ensure all information where needed is shared and all agencies are working together to ensure the children are safe and protected from abuse and neglect. There is a clear complaints procedure in place which the children in the home are and have used over this time very well. The children are also aware they can speak to me on my visits, and I do directly discuss this in my Reg 73 visits (discussing with the children how they are feeling about living in the home and if they have any concerns). As an organisation we have a quality assurance team who along with the home manager and me go through all the paperwork in the home to ensure all safeguarding policies and procedures are followed. There is a whistleblowing policy in place which all staff are aware of and can report any concerns they may have. During my visits including my Reg 73 I talk to staff and will gain feedback regarding the safety of the home, staff and children. The home manager has over this period shown to respond to any safeguarding concerns effectively and within a timely manner. All the children have child friendly risk management plans which they go through with the staff so they have a full understanding of risk and how this is either increasing or reducing</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The children are supported to be involved in all their planning as much as possible. Each week the children participate in their weekly planning which involved them sitting with the staff to plan their weeks which includes any activities they would like to do and appointments which they may have, such as health appointments, contacts, etc. This has been helping the children to gain more independent skills around organising their time to ensure all their needs are met. The home celebrates the children's achievements in the home and within education. The children are involved in the menu planning and food shopping which has a positive impact in their health and well-being as well independent skills. Each of the children are involved in creating their 'My Plans' which is where they can voice their views, wishes and feelings. The children in the home attend all their meetings around placement and education planning; at these times they are given support by the staff. The children in the home receive positive praise daily and the team use positive consequences and reward systems which have shown over the last reviewing period to be effective. This consequence can be positive or negative as a way of helping the children with their understanding of cause and effect thinking (how one thing leads to another) these are discussed with the children and key working is completed to support the child during these times. The home is very proactive in supporting the children to gain positive relationships which is explored as part of the well-being for life programme through key working. The home manager has to be pro-active in building the child's independence and taking calculated risk for the child to progress to being able to have mobile phones, social media access, social time and using transport services independently. Through building this independence, the children have been able to make positive friendships and this has resulted in them having social time with their friends outside of the home. There has been occasions where the children have been able to gain part-time jobs which has been a great achievement and resulted in a positive impact on their self-esteem, confidence and self-worth</p>



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

### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11

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>	
<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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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

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	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff complete a week long induction at head office which includes medication training, safeguarding reporting and recording, compliance, CPI training, first aid training, PA CE training. Staff also complete CSE training, self harm training, Developing therapeutic skills training, attachment and trauma training, CCE training, PREVENT training.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
---	----

Nursing care staff

Does your service structure include roles of this type?	No
---	----

Registered nurses

Does your service structure include roles of this type?	No
---	----

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Trafficking Fire Safety CPI First Aid MFC Anti Bullying Reporting and Recording Regulation and Compliance PACE Care Planning and key working Complaints and Allegations CSE Whistleblowing Suicide and Self-harm awareness Ligature Gangs and County lines
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</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.	They complete a two on four off rota starting at 8am to 11pm and then two staff sleep in. staff are up at 7:30am and do a handover with the new staff member at 8am. when finishing their shift they leave the home at 9am There is one Senior on each shift pattern with 2 TC P's
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	3

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety CPI First Aid Covid 19 MFC Risk Assessment Substance misuse Anti-bullying Reporting and Recording Regulation and Compliance PACE Care planning and key working Complaints and Allegations Sexualised behaviour CSE whistleblowing Suicide and Self-harm ligature Gangs and county lines

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	They do a 2 on 4 off shift patter starting at 8am to 11pm then two staff sleep in and the staff new staff member comes in at 8am for han dover There are two TCP's on each shift with one Senior
---	---

#### 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	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.	Property Manager Quality Assurance Manager
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NEBOSH
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Teresa House
Telephone Number	01758701921
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	The provision uses both Welsh and English language in the home. English language is the first language of all the children who have been living in the home. The home is able to support a child if their first language is Welsh

#### Service Provision

##### People Supported

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

##### Fees Charged

The minimum weekly fee payable during the last financial year?	5500
The maximum weekly fee payable during the last financial year?	5500

##### Complaints

What was the total number of formal complaints made during the last financial year?	11
Number of active complaints outstanding	1
Number of complaints upheld	3
Number of complaints partially upheld	3
Number of complaints not upheld	4

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We encourage young people to speak openly and honestly about the care they receive at the home. We consult with the children weekly on general things such as food and activities on offer. On a monthly basis we hold house meeting where children are encouraged manage the meetings if they want to do so, to give their views on every aspect of the home and how it runs including our "what we do well" and "what we could do better". Regular Children Looked After reviews for all children are conducted within the young person's time frame and are normally centred on the child's care plans and measured against their outcome reports. Each child are involved in creating their 'My Plans' with the staff which is a child centred document and another way for them to express their views, wishes and feelings. As the RLI complete regular visits to the home and as well during my Reg 73's and during these visits I seek feedback from the children around the care and support they receive from the home.
--	---

#### 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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Teresa House is a detached former farmhouse near the beach just off the golf course in Pwllheli. It is set within 18 acres of land and adjoining to the local golf course. It has ample of parking space and grassed area around the home. The home has a co-located school who share the outside space. Within this area there is vegetable patches and ample of area for the children to be able to relax in. The children do go to the beach and walks on a regular basis due to it being so close to the home
Provide details of any other facilities to which the residents have access	Teresa house has a co-located school within the grounds and this is registered under Estyn which provides education for the children only living in the home

#### 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>Our vision for the home, has been to create a place where children can feel safe, be happy and feel as normal as possible. Calling the house their home for how ever long they are living there. We encourage all the children to engage in all opportunities we offer which will develop each child to reach their full potential in all areas of their care planning. We have and continue to encourage all the children to actively help to devise and create their own care and risk management plans. The home manager and staff have been and continue to do this by actively listening to the children and acting on what they are saying through support, guidance, daily. The home is very good at advocating for the children. The home has and continues to encourages the children to attend their monthly meetings where they are supported to have a voice. The home will request advocates for the children to ensure their voice is heard. The home actively encourages the children to be active in creating a warm, safe nurturing environment which is not institutional for them to flourish. The children at the home are supported to practice any areas of religion or culture that they choose to participate in. Children will also be encouraged to develop an understanding of their individual roots and culture to develop identity. The home has and will encourage the children to actively participate in cultural projects which includes themed nights and creating education displays which has helped with educating the children's knowledge and understanding of not only their own culture but to gain understanding of others too.</p> <p>Children's progression is discussed during our Multi-Disciplinary Team meetings which are attended by the Home's Manager, Head Teacher, Responsible Individual and Lead Clinician. The purpose of the MDT process is to provide ongoing governance of the support, which is being conducted with each child, and where changes to intervention plans can be discussed and agreed. The primary focus of the MDTs is to ensure risk management strategies are appropriate and up to date, and that progress through the Well Being for Life model is shared with relevant Staff and professionals who are involved in their care planning.</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>All children in the home are registered with all health professionals, this is to ensure all their health and well-being needs are met from the point of them moving into the home. The manager and team ensure all the children have access to professionals when required and are supported to do this by the team around them. The home works closely with the clinician who is allocated to the home to ensure the children's development and overall, well-being is being supported. This is again discussed in the MDT meetings with the manager, clinician and lead educationalist. In addition to these meetings the clinician will give advice, guidance, and support to ensure all the children's needs are being met which includes formulations of the children's presenting behaviours which is linked to the child's plans. There are times where the children have and will receive direct one to one support by the clinician, but this is and has been on an individual basis. The home has a co-located school which works very closely with the home. The school which is registered under Estyn only accepts children who are living in the home. The school follows the curriculum and can offer where needs be 1:1 support to meet the education needs to ensure the children are supported to gain the best outcomes they possibly can.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a rigorous admission process which is followed before any child moves into the home. It is very important to us that children are well matched. The home managers will request information to help inform their decisions however, where possible they will either visit the child personally or if this is not a possibility then they will meet the child virtually to discuss the home and how they can help them. They will discuss with the child to see what they feel their needs are and then from this discuss how they can support the child in these areas. This is paramount for the children moving into the home as it is important that the children who already live in the home are thought about throughout the whole of this process to ensure as much as possible impacts are to a minimal. There is a pre-impact assessment completed and after 7 days the provider assessment is completed. All the children have risk management plans in place, and these are shared with the staff team and local authorities. The home has continued to have good communication with the local Police and Safeguarding to ensure all information where needed is shared and all agencies are working together to ensure the children are safe and protected from abuse and neglect. There is a clear complaints procedure in place which the children in the home are and have used over this time very well. The children are also aware they can speak to me on my visits, and I do directly discuss this in my Reg 73 visits (discussing with the children how they are feeling about living in the home and if they have any concerns). As an organisation we have a quality assurance team who along with the home manager and me go through all the paperwork in the home to ensure all safeguarding policies and procedures are followed. There is a whistleblowing policy in place which all staff are aware of and can report any concerns they may have. During my visits including my Reg 73 I talk to staff and will gain feedback regarding the safety of the home, staff and children. The home manager has over this period shown to respond to any safeguarding concerns effectively and within a timely manner. All the children have child friendly risk management plans which they go through with the staff so they have a full understanding of risk and how this is either increasing or reducing</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The children are supported to be involved in all their planning as much as possible. Each week the children participate in their weekly planning which involved them sitting with the staff to plan their weeks which includes any activities they would like to do and appointments which they may have, such as health appointments, contacts, etc. This has been helping the children to gain more independent skills around organising their time to ensure all their needs are met. The home celebrates the children's achievements in the home and within education. The children are involved in the menu planning and food shopping which has a positive impact in their health and well-being as well independent skills. Each of the children are involved in creating their 'My Plans' which is where they can voice their views, wishes and feelings. The children in the home attend all their meetings around placement and education planning; at these times they are given support by the staff. The children in the home receive positive praise daily and the team use positive consequences and reward systems which have shown over the last reviewing period to be effective. This consequence can be positive or negative as a way of helping the children with their understanding of cause and effect thinking (how one thing leads to another) these are discussed with the children and key working is completed to support the child during these times. The home is very proactive in supporting the children to gain positive relationships which is explored as part of the well-being for life programme through key working. The home manager has to be pro-active in building the child's independence and taking calculated risk for the child to progress to being able to have mobile phones, social media access, social time and using transport services independently. Through building this independence, the children have been able to make positive friendships and this has resulted in them having social time with their friends outside of the home. There has been occasions where the children have been able to gain part-time jobs which has been a great achievement and resulted in a positive impact on their self-esteem, confidence and self-worth</p>

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

### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11

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

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

### Staff Type

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety CPI First Aid Covid 19 MRC risk Assessment substance misuse Anti bullying Reporting and recording Regulations and compliance PACE Care planning and key working Complaints and Allegations sexualised behaviour CSE whistleblowing suicide and self harm Ligature
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1

Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety CPI First Aid Covid 19 MFC Risk Assessment Substance misuse Anti Bullying Reporting and Recording Regulations and compliance PACE Care Planning and key working Complaints and Allegations Sexualised behaviour CSE Whistleblowing Suicide and Self-harm Ligature
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety CPI First Aid Covid 19 MFC Risk Assessment substance misuse Anti bullying Reporting and Recording Regulations and Compliance PACE Care Planning and key working complaints and Allegations sexualised behaviour CSE Whistleblowing suicide self-harm Ligature
<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

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.

They complete a two on four off rota starting at 8am to 11pm and then two staff sleep in. staff are up at 7:30am and do a handover with the new staff member at 8am. when finishing their shift they leave the home at 9am  
There is one Senior on each shift pattern with 2 TC P's

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

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

6

No. of posts vacant

1

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

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

Induction

9

Health & Safety

9

Equality, Diversity & Human Rights

9

Infection, prevention & control

9

Manual Handling

0

Safeguarding

9

Medicine management

9

Dementia

0

Positive Behaviour Management

9

Food Hygiene

9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety CPI First Aid Covid 19 MFC Risk Assessment Substance misuse Anti bullying Reporting and Recording Regulations and compliance PACE Care planning and key working complaints and allegations sexualised behaviour CSE Whistleblowing suicide and self harm Ligature
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</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.	They complete a two on four off rota starting at 8am to 11pm and then two staff sleep in. staff are up at 7:30am and do a handover with the new staff member at 9am. when finishing their shift they leave the home at 9.30am There is 2 TCP's on with 1 Senior
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	4
<div style="background-color: #e0e0e0; padding: 2px;">Domestic staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Catering staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 2px;">Other types of staff</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.	Property Manager Quality Assurance Manager
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NEBOSH
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0