

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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: Isle of Anglesey County Council Adults and Children's Services

The provider was registered on: 09/11/2018

The regulated services delivered by this provider were:

Cartref Cld Caergybi	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/07/2022
Responsible Individual(s)	Rachel Williams
Manager(s)	Rhian Carter
Maximum number of places	2
Cartref Cld M6n	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/03/2020
Responsible Individual(s)	Rachel Williams
Manager(s)	Melanie Batten
Maximum number of places	2
Cartref Cld M6n Bryn Hwfa	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/06/2020
Responsible Individual(s)	Rachel Williams
Manager(s)	Melanie Batten
Maximum number of places	1
Cartref Cld Cae Ffynnon	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/08/2023
Responsible Individual(s)	Rachel Williams
Manager(s)	Sian Morgan
Maximum number of places	2
Brw ynog Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing

Approval Date	07/01/2019
Responsible Individual(s)	Rachel Williams
Manager(s)	Zoe Hughes
Maximum number of places	29
Service Address	Madyn Road, Amlwch LL68 9DH

Garreglwyd Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Donna Maria Conway
Maximum number of places	28
Service Address	Garreglwyd Residential Home, Garreglwyd Road, Holyhead LL65 1NS

Plas Mona Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Mair Williams
Maximum number of places	29
Service Address	Ffordd Penmynydd, Llanfairpwllgwyngyll LL61 5EX

Plas Crigyll Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Paula Edwards
Maximum number of places	25
Service Address	Plas Crigyll, Salem Street, Holyhead LL65 3RA

Haulfre Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Dawn Hudson
Maximum number of places	19
Service Address	Haulfre, Beaumaris LL58 8RY

Mbn Care Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Ann Corbett
Partnership Area	North Wales

Service Address	Isle Of Anglesey County Council, Council Offices, Llangefni LL77 7TW
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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	<p>An annual review of the training programme was undertaken with the Local Authority's Training Department, this was to ensure that the training programme aligned to the service needs. This also incorporated the need to ensure that the mandatory training identified for all services and for all staff were planned to ensure that the service met it's regulative obligation.</p> <p>Each service has a training matrix which assists to plan for the future training needs of staff.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The services continues to adhere to their robust recruitment policy and procedures. The Local Authority has invested in a new recruitment management platform which is designed to streamline the recruitment process and builds an extra layer of ensuring safer recruitment.</p> <p>The services are proactive in ensuring that potential vacant posts are advertised as soon as they become available. There has been minimal turn over of staff within the last financial year.</p>

Service Profile

Service Details

Name of Service	Haulfre Residential Care Home
Service Telephone Number	01248 490233
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum weekly fee payable during the last financial year?	832.80
The maximum weekly fee payable during the last financial year?	832.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
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Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Regular resident's meetings are held at the home, this gives an opportunity for residents to express their views and wished on all aspects of the home and what they would like to see being organised in relation to activities.</p> <p>All residents are invited to participate in their monthly reviews this also given them an option to voice the views, wishes or concerns on a one to one basis with staff.</p> <p>Family and friends occasions are arranged at the home, this is also a informal opportunity for them to discuss the running of the home.</p>

Service Environment

How many bedrooms at the service are single rooms?	19
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?	4
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	There is a large veranda to the back of the property which leads out to a large terrace, which is accessible for all residents to enjoy the scenic view of the mountains and the Menai Straits. The terrace is furnished with ample seating.
Provide details of any other facilities to which the residents have access	There is a newly refurbished veranda to the front of the building which residents can enjoy.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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>Each individual are assessed prior to being admitted and assessments are sent to the home by the social worker. The home will then complete our own preadmission assessment in order to ascertain that we can meet the individual's needs. Where possible someone from the home will also go out to each individual.</p> <p>We also where possible encourage the individual to visit the home prior to admission in order to have a tour of the home and to meet other individuals and staff. On occasions where there is more than one room available we will show all available rooms and allow the individual to make a choice on which room they prefer.</p> <p>Upon admission individuals are allocated a keyworker and are fully involved with developing their personal care plan. A lot of the information can be gathered from the pre admission assessment which helps to not overwhelm the individual, but over the course of a few weeks even the information from this is double checked in order to make sure it is still accurate and relevant for the individual.</p> <p>These are then reviewed on a monthly basis or as and when needed and family are also involved in this process. Each individual is made aware that they are welcome to come into the office and speak to management at any time or if they prefer to request management to go up to see them.</p> <p>All individuals are encouraged to have their bedroom decorated in a way that they wish and for them to bring personal belongings. We encourage families where possible to do some of this prior to admission in order to reduce any anxieties the individual may have by having familiar things around them.</p> <p>Individuals are also informed that should they wish they can bring some of their own furniture from home.</p> <p>Activities are offered on a daily basis and residents meetings are held often in order to get feedback from individuals.</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>Any health conditions are included in the social worker assessment including contact information for the individuals GP. The home will then contact the GP to request a patient summary sheet which is then kept in the individuals personal plan.</p> <p>We have weekly visits from the GP who also complete six monthly and yearly reviews. Individuals are offered a private consultation with the GP if they so wish. All this is recorded in the personal plan and families informed.</p> <p>The home makes referrals to other specialists where required such as Physiotherapists, Occupational Therapists, District Nursing Team or the Dietician</p> <p>The home also arranges home visits from dentists, opticians and chiropodists.</p> <p>The home will also make any necessary arrangements such as transport and an escort in order to attend any hospital appointments.</p> <p>Individuals are encouraged and supported to mobilise and the home also has activities that encourage exercising for example movement to music.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have a DBS prior to starting work in Haulfre and references are obtained. Staff are required to complete mandatory trainings which includes safeguarding. All staff have also attended Ask and Act training.</p> <p>Individuals are made aware of the complaints procedure and are informed that they are welcome to come and speak to management at any time or request management to go to them.</p> <p>Risk assessments are completed for individuals and are monitored on a regular basis and amended when and where necessary. Individuals and or family members are involved with this.</p> <p>Any incidents are recorded in the personal plan and are acted upon accordingly. The home inform the relevant bodies when required. Any issues are also discussed between Manager and responsible individual during supervision or when required.</p> <p>Staff are also registered with Social Care Wales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is clean and tidy at all times and well maintained. Individuals can choose to sit in a number of areas such as two lounges, front and rear veranda, new extension or if they so wish their own rooms. The verandas offer a wonderful view to the rear of the building and is something many individuals enjoy. There is also a patio to the rear which has benches, chairs and tables if they would like to sit outside during the warm weather.</p> <p>Individuals are encouraged and supported to maintain their independence for as long as it is safe to do so. Personal outcomes are monitored during monthly reviews with individuals and their keyworkers. Activities are offered daily and individuals are encouraged to participate. If the individual is not happy to take part in a group activity staff try to do one to one activities with that individual.</p> <p>The home assists individuals in maintaining contact with families, friends and the community whether this be through assisting individuals with video calls if their family or friends are not local. The home has a good relationship with the community and we always strive to ensure individuals are able to attend any community events if they so wish.</p> <p>We always try to arrange various outings which are discussed both in residents meetings and individuals reviews</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>25</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

<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>	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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.	COSHH Stroke Awareness QCF Level 5
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid COSHH QCF Level 4
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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?	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	19
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	5
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	5
Safeguarding	9
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> Fire training First Aid Ask & Act COSHH Prevent GDPR Modern Slavery Cyber Awareness Violence against Women MCA & Dols More than just words Pressure Sore Management Six steps end of life QCF Level 3 QCF Level 2
Contractual arrangements for staff currently in post	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5
Is the information about contractual arrangements correct?	Yes
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)	5
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:30 - 15:00 - 4 members of staff 15:00 - 22:00 - 3 members of staff 22:00 - 07:45 - 2 members of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	4
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering 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	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Food Allergy and Intolerance
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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	Plas Mona Residential Care Home
Service Telephone Number	01248714869
What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum weekly fee payable during the last financial year?	832.80
The maximum weekly fee payable during the last financial year?	832.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year we have sent out service satisfaction questionnaires to residents, friends, family and visiting professionals, we use the feedback to shape our service for the future.</p> <p>We also have regular resident's meetings where they have the opportunity to discuss various topics in relation to the home and it gives the residents the opportunity to voice their views and wishes.</p> <p>The office door is always open for residents to come in and speak to management if they wish to so. There are also social evenings for family and friends to enjoy on a informal basis which also gives them the opportunity to discuss how the home is operating.</p> <p>Personal Plans are formally reviewed with each resident on a three month basis, which give the opportunity to discuss / view their wishes, feelings, aspirations or any concerns.</p> <p>The home receives copious amounts of compliment cards from residents and their families.</p>

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	5
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	<p>There is a safe sensory garden with seating area for residents to enjoy in the Aethwy suite.</p> <p>There is also a large assessable patio area to the rear of the home with ample seating areas.</p>
Provide details of any other facilities to which the residents have access	There is a large conservatory at the front of the property where residents can enjoy some quite time with their family and friends.

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.

Prior to admission the management team may visit some individuals before they are admitted to the home, this gives an opportunity to get to know the individual, to discuss and describe the home's environment and to establish the individuals' personal preferences, wishes, views and aspirations.

A Personal Plan is tailored to the outcomes that each individuals wishes to achieve, this is a detailed plan which assists the staffing team to support individuals to achieve their desired outcomes.

The Personal Plan is reviewed formally on a three monthly basis with each individual residents and their families if they wish. This gives an opportunity for individuals to voice their feelings, wishes and views about various aspects of the home.

We also hold regular resident's meetings to ensure all residents are able to voice their opinions and raise any issues. This gives individuals an opportunity to discuss the menus and activities that they would like to partake in.

We also have lots of opportunities for the residents to have fun and enjoy themselves. We have people coming in to sing on a regular basis, we have the children from the local primary school who come in periodically to do crafts, chat with the residents and have a sing song with them (this is one of the favourite activities). The home offer art classes which are undertake on a monthly basis and residents have the opportunity to partake in these if they wish to do so.

There is a hairdresser who comes in every week to do the hair of the residents in the salon and also a lady who comes in to do their nails if this is something they want doing.

In addition to people coming in from the outside to do activities, the staff also do daily activities with the residents such as carpet bowls, bingo, quizzes, balloon tennis etc.

When the weather permits and we are able to hire transportation, the residents also enjoy trips out to pringles to do some shopping and go for a cup of tea and cake. Some residents, accompanied by their friends/families, attend services in the local chapels on Sundays.

Residents are able to be supported in the language of their choosing.

<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 residents are registered with the local GP practice. There is a good working relationship between the home and both GPs and District Nursing Team.</p> <p>A GP visits the home on a weekly basis to undertake a “ward round” . The management team are very proactive if any concerns are noted with individual's medical condition and assistance is requested within a timely manner.</p> <p>The home has also been supported by the MEC team, this service facilitates the need of not having to be admitted to the acute hospital.</p> <p>Some residents attend dental appointments at the local dental practice within the village. The staff at the home have also been trained to support residents with their oral hygiene by the Gwen am Byth service.</p> <p>The management has a good working relationship with other Health and Social Care professionals and their services are requested if required, these would include the Physiotherapy, Occupational Therapy and Dietician.</p> <p>Residents are provided with a nutritious and well-balanced diet, and their weight is regularly monitored and any concerns are shared with the GP and a referral would be made for support from the dietician.</p> <p>Prescribed medication administration is audited daily by the management team and staff and Rowlands pharmacy undertake an audit on an annual basis.</p> <p>We have a comprehensive medication management policy audited periodically.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents are protected from abuse and neglect by trained and experienced staff who know their roles and responsibilities in relation to keeping people safe and the steps they would need to take to report any safeguarding issues.</p> <p>The recruitment process ensures thorough checks are done on all potential employees, including enhanced DBS checks, there is also a system in place to monitor renewal dates of employee's DBS'. Two written references are required; one from current employer, and full employment history from the date they left school.</p> <p>Risk assessments are completed on all of the residents and agreed with them or their relatives to ensure the safety of the resident and the staff. Risk assessments are also completed by the occupational therapist if we have any concerns regarding the manual handling of residents. Risk assessments are updated as and when required to reflect the changes in individual needs, these are discussed with staff.</p> <p>Staff also complete Health and safety forms “Adir Forms” if residents have fallen or obtained an injury. Adir forms are then sent to Anglesey County Council. If residents sustain an injury that requires hospital admittance Care Inspectorate Wales will also be notified. Management Audits the incidents of falls on a quarterly basis.</p> <p>Issues or concerns are also sent to the safeguarding team and CIW.</p> <p>Staff have received adequate training and completed all mandatory training within their probation period, which includes safeguarding training. There are also aware of the whistleblowing procedure.</p> <p>We have experienced staff here at Plas Mona, some who have been here for many years, and have a good working relationship with the residents.</p> <p>Management also has a good relationship with residents, they know them well and residents feel comfortable going to see them if there are any issues.</p>

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

Plas Mona is clean and well maintained with the choice of many communal room for residents to sit in during the day. We have 2 lounges, 2 dining rooms and 2 conservatories. We also have a quiet room that residents and their families are able to use to visit and have some privacy.

Residents also have access to 2 patio/seating areas when the weather is good.

Residents are encouraged to maintain mobility and their independence is promoted.

The total number of full time equivalent posts at the service (as at 31 March) 13

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

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

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

Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPAP TRAINING GDPR FIRST AID PREVENT CYBER AWARENESS MODERN SLAVERY UTI WEBINAR
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
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?	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	23
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	22
Manual Handling	13
Safeguarding	5
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPAP FIRE MARSHALL FIRST AID
Contractual arrangements for staff currently in post	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	8
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	15
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.	07:30 – 15:00 – 4 STAFF 15:00 – 22:00 – 4 STAFF 22:00 – 07:30 – 2 STAFF
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes

Domestic 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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPAP Fire Marshall
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Catering 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	4
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<p>Contractual arrangements for staff currently in post</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	1
Is the information about contractual arrangements correct?	Yes
<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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Garreglwyd Residential Care Home
Service Telephone Number	01407762443
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	832.80
The maximum weekly fee payable during the last financial year?	832.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Resident's views on all aspects of the service are sought by various means which include the three months formal reviews with residents and their families, residents meetings and the annual stakeholder questionnaires.</p> <p>Social occasions are also held within the home, again this is an opportunity for family and friends to voice their views on matters associated within the home.</p> <p>The feedback from these sources help us to enhanced the quality of the care provided at the home.</p>

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	25
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Residents have access to two large safe and private gardens, there are ample seating arrangements for the residents to enjoy the outdoor space. There is also a large greenhouse where residents can grow their own fruit and vegetables.
Provide details of any other facilities to which the residents have access	There is a large conservatory which residents and their families can enjoy, there is direct access to the internal court yard which has ample seating areas to enjoy the outdoor space in a safe and secure setting. The home also has a hairdressing room which residents enjoy having their hair done.

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>Prior to admission individuals on the waiting list are visited for an assessment to ensure we are able to meet their care and support needs.</p> <p>Information regarding their wishes and feelings, their routines, likes and dislikes is gathered prior to admission.</p> <p>Visits to the home are encouraged prior to admission whenever possible.</p> <p>Care and Support plans are person centred and what is important to them included.</p> <p>Care and support plans are shared with the individual/ families to ensure they are happy with it.</p> <p>Care and Support plans are reviewed 3 monthly with the individual/ families unless there is a need to be reviewed sooner.</p> <p>Residents are encouraged to make their rooms homely and personal to them. Bringing in personal items and photographs.</p> <p>Residents have access to activities such as, Chair exercises, dancing, a singer comes in for entertainment, arts and crafts, card games, Dementia friendly table top activities, flower arranging and the ipads. During the nicer weather residents go out for walks with staff or shopping in the local community.</p> <p>We also try and involve families through out the year so we will do a summer party where families are invited, Christmas party and also through December each resident can invite their closest family members or friends to have Christmas dinner with them and we try and make this as special as we can as though they are in a restaurant. We have done this for the last two years and the feedback from the residents and family has been really positive and it's been lovely to see the residents enjoying quality time with their family.</p> <p>Garreglwyd has it's own hair salon and the majority of residents enjoy having their hair done weekly. The two hairdressers who visit weekly are from local salons so many of the residents are already familiar with them</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>Health Needs are identified on admission and relevant services referred to.</p> <p>Health needs are reviewed monthly for any changes.</p> <p>Residents are weighed monthly and any issues identified are discussed with the dietician.</p> <p>Staff have received training from the community dentist and residents all have a dental care plan in place.</p> <p>Senior Care Assistants are trained in advanced medication and advanced First Aid.</p> <p>Residents are encouraged to be as independent as possible and do as much for themselves as they are able to</p> <p>The local GP visits the home on a weekly basis to undertake a ward round.</p> <p>Residents have the opportunity to receive a service from the Chiropodist service who visits the home on a 6 weekly basis.</p> <p>The home is supported by the local District Nursing Team and the Occupational Therapy team, referrals are made if issues have been identified that require specialist input.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All Care Staff are provided with Safeguarding Training and all staff have a current enhanced DBS.</p> <p>The home adheres to their robust recruitment policy and staff are aware of the whistleblowing policy.</p> <p>All new staff receive a comprehensive induction to the home and is buddied up with experienced staff until they feel confident to work alone.</p> <p>All staff have undertaken their mandatory training and are regularly supervised on a 1:1 basis.</p> <p>Safeguarding referrals are made in line with the Safeguarding policy and protection plans are put into place if and when required to ensure the safety of the people who use our service.</p> <p>There is a good working relationship with all members of the multidisciplinary teams and resident's care and support needs are discussed and reviewed on a regular basis.</p> <p>The home ensures that each Resident's wishes, views and concerns are listened to and actioned.</p> <p>Care and Support plans are kept up to date, reviewed regularly and daily records are accurate and completed to a competent standard.</p> <p>The home ensures that there is a formal and detailed staff handovers between each shift to ensure that the information is shared with regards to any changes or concerns that staff needs to be aware of.</p> <p>Complaints procedure in place and easy read information on "How to make a Complaint? Is available to the residents.</p> <p>All new staff receive a comprehensive induction to the home and is buddied up with experienced staff until they feel confident to work alone.</p> <p>Risk Assessments are in place and reviewed regularly.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Care and Support plans are person centered and the focus of the plan is what is important to that individual resident.</p> <p>Care plans are reviewed regularly with the resident taking into account their wishes and feelings.</p> <p>Activities that are suitable and of interest to the residents are provided to improve their health and well-being.</p> <p>We encourage relationships with family and friends and involve them in events we do.</p> <p>Residents included in gardening activities, planting flowers, cooking activities, dancing and singing.</p> <p>Residents go out for walks in the local community and access a local café. We will also take residents to local shops to purchase personal items.</p> <p>Hairdresser comes in weekly to do residents hair in the Salon in Garreglwyd.</p> <p>The staff have a wide variety of training they can access to ensure they are able to provide high quality care with dignity and respect.</p> <p>One of the most important qualities at Garreglwyd is that residents are happy, safe, their needs are met and they are cared for with dignity and respect.</p> <p>The home is decorated to a high standard, it is homely, warm and well presented</p> <p>Residents are able to personalize their own room and are able to bring personal items from home.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>27</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
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?	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	42
No. of posts vacant	4
<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	7
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	9
Manual Handling	12
Safeguarding	12
Medicine management	4
Dementia	18
Positive Behaviour Management	6
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Advanced First Aid Mental Capacity Act Mental Health First Aid

Contractual arrangements for staff currently in post	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	6
Is the information about contractual arrangements correct?	Yes
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)	20
No. of part-time staff (16 hours or under per week)	7
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.	Nights 3 per shift. 22:00-7:45 Morning Shift- 6 Staff 7:30-3pm Late Shift-6 Staff 3pm -10pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	4
Is the information about staff qualifications correct?	Yes
Domestic 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	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	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.	Fire Safety
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Catering 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	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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	Cartref Clyd Cae Ffynnon
Service Telephone Number	01407 832067
What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Throughout the last financial year, the service provider made various arrangements to ensure the wishes and the views and opinions of the children and young people using the service were regularly sought and valued through promoting an open environment where they felt empowered to share their thoughts, concerns and suggestions regarding their care. This was done through Young Persons meetings, Key working sessions and the open-door policy for them to always access a manager.</p> <p>To ensure that the children and young people were fully informed about their rights and the process of raising concerns the Advocate service would visit the home once a month.</p> <p>Each child was provided with a questionnaire prior to their LAC reviews. This gave the children the opportunity to reflect on their experiences and provide feedback on their care.</p>

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large landscaped garden to the rear of the property with a large patio area which is furnished with patio furniture.
Provide details of any other facilities to which the residents have access	There is a relaxing snug for the young people to enjoy some private time to relax or spend with their visitors and family.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The home is fully committed to ensuring that the voices of the children and young people are heard and that they have a choice in their care and support. In line with the Social Services and wellbeing Act (Wales) 2014.

They recognise the importance of involving children and young people in decisions that affect their lives and where children or young people express concerns or make suggestions these are taken seriously and where appropriate, changes are implemented.

Throughout the last financial year, the home has continuously strived to create an environment where children and young people feel empowered to express their opinions. Through regular key work sessions, young person's meetings and pre-LAC questionnaires they are provided with multiple opportunities to share their thoughts and concerns. This open communication ensures that the children and young people voices are heard. At times reflective letters are written the children and young people in response to their feedback. This reinforces the idea that their voices are valued.

Through discussions the children and young people have a choice in their daily activities, routines and goals. Not only does this promote them feeling heard it also gives them control of their lives.

The home is committed to providing children and young people with activities to support their wellbeing and encourage them to explore their interests, for example one of the young people attended their first music concert with another concert booked for another young person in the future. One child also fulfilled their dream of going to Paris to eat a croissant by the Eiffel tower. This young person spent four days in Paris and went to Disneyland. This opportunity created a lasting memory and provided them with a sense of happiness and fulfilment and introduced them to a new culture and diverse experiences, broadening their worldview and hopefully encourage more travel and experiences in the future.

<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>Throughout the last financial year we have ensured that the children and young people in our care are happy and supported in all aspects of their development.</p> <p>Collaboration is a key in our approach in supporting health and development. We work closely with agencies such as health professionals, education and therapist to ensure a comprehensive approach and the best possible support for each child and young person.</p> <p>The children and young people receive and annual LAC health assessment and are registered with local GP surgeries, dentists and opticians.</p> <p>We actively support children and young people in their education whether this is formal education or additional learning opportunities. We also support young people into employment.</p> <p>Children and young people are encouraged to take part in community activities with one young person joining the local football and rugby team.</p> <p>We recognise the importance of emotional well-being, we ensured that a young people have access to counselling and therapy as required.. We also work closely with the CAMHS service if young people are in crisis.</p> <p>Behavioural support is provided through individualised care plans, behaviour management plans and individual crisis support plans to address specific needs. We promote positive behaviour through consistency and clear expectations. Some of the staff are trained in Trauma informed care, all staff are trained in PACE and all staff have received Therapeutic Crisis Intervention training.</p> <p>We are committed to involving families when possible and one of our young people are supported to have regular days out with his mother and siblings. We also encourage and facilitate visits to the home when appropriate, ensuring that family connections are nurtured. This approach allows the children and young people to maintain relationships with their families which is important to their emotional wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our safeguarding policies are regularly reviewed and updated to comply with the latest legislation and best practices. All staff are trained in Safeguarding, and they are aware of their responsibilities in identifying and reporting any concerns regarding abuse or neglect.</p> <p>We promote an open-door policy where the children and young people can freely express their concerns and the responsible individual of the home visits to have conversations with the children and young people in addition to the advocacy service.</p> <p>We carry out monthly risk assessments and update them if there are any concerns in relation to safeguarding. Any potential risks raised by staff or children are acted upon immediately.</p> <p>We work closely with agencies, including social services, the Police and Health Professionals to ensure that the children and young people are receiving the best possible protection and support. We were concerned that one of our young people were struggling with their mental health, we liaised with CAMHS who provided us with a safety plan. We have regular meetings with social workers, and they visit the home.</p>

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

We ensure that the accommodation is conducive to the wellbeing of the children and young people, creating a safe and welcoming nurturing space where they can thrive. We continually assess the physical environment to ensure that it meets needs of the children and young people.

In addition to a living area and a large dining room we also have a room called the snug. This room is a dedicated area designed to promote relaxation and well-being. This room is equipped with books on resilience and confidence building which provide children with resources to help them manage challenges and build self-esteem. It can also be used to relax and wind down or have personal meetings with professionals.

We have a large garden that overlooks fields providing the children, young people and staff with a peaceful and natural environment. The garden includes a trampoline which offers the opportunity to engage in physical activity. The garden serves as a valuable resource for promoting play and relaxation.

In addition to the physical environment, we encourage the children and young people to pursue individual goals. We work closely with them to understand their goals and personal outcomes using SMART goals (specific, measurable, achievable, relevant and time bound) as a framework for planning and measuring development. The goals have been co-created with the children and young people ensuring that they are involved in the process. Regular reviews of the goals are carried out to assess progress and celebrate achievements.

We recognised the importance of relationships with staff to support wellbeing and created a dedicated team for the house, ensuring greater consistency in care, and the ability to build relationships between staff, children and young people. This approach has provided a more stable and supportive environment for the children in our care. The creation of the team has reinforced the importance of continuity in care, demonstrating that children and young people benefit most from familiar and trusted adults.

The total number of full time equivalent posts at the service (as at 31 March)	5
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

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

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

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?	No
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
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	6
Equality, Diversity & Human Rights	0
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.	<p>Therapeutic Crisis Intervention PACE Ask and Act Suicide Prevention Drug awareness Managing difficult conversations Violence against women and sexual violence Modern slavery Fire Safety What does it mean to be a trauma informed island County lines Mental health awareness</p>
<p>Contractual arrangements for staff currently in post</p>	
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	2

Is the information about contractual arrangements correct?	Yes
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)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00 to 16:00 (2 members of staff) 14:00 to 23:00 + sleep in shift (1 member of staff) 15:00 to 23:00 + sleep in shift (1 member of staff)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
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	Cartref Clyd Mon Bryn Hwfa
Service Telephone Number	01248724883
What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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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?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Quality of care questionnaires are given to each young person, their families and Health and Social Care Professionals that are involved in their care to complete, the feedback from these are used to improve and enhance the quality of service provided.</p> <p>The Advocate Service from Tros Cynnal visits the home on a monthly basis and the young people have the opportunity to speak to them if they desire.</p> <p>Regular Looked After Child reviews are undertaken and the young person has the opportunity to voice their wishes, aspirations or concerns during this review.</p> <p>Weekly young peoples meetings offered which gives the young person the opportunity to discuss the running of the home which consists of menu planning, goals and activities.</p> <p>Weekly Key Sessions are offered on a regular basis, this give the opportunity offering a one-on-one space for children to build relationships express their feelings, and work on personal development goals.</p>

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	There is a small garden to the front and the rear of the property, there is a trampoline in the front garden and seating area in the back garden. The garden is adorned with colourful plants and flowers and the young children have the opportunity to grow their own fruit and vegetables.
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.

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

The young person is able to talk openly to staff and the manager.

The young people see the RI regularly and are able to talk to them confidently.

Weekly young peoples meetings

Weekly key sessions are offered to all young people.

Complaints procedure is clearly explained to each young person on being placed, it is also within the children's guide.

RVA visits are monthly, and are done by Tros Gynal Plant.

Weekly young peoples meetings are offered to young people.

The young peoples wishes and feelings are discussed regularly within personal plan reviews and over all day to day. Adjustments are made to plans and reward systems to encourage and promote choice, and engagement.

Young people are asked what they want to be included within their weekly planners, they are also given the choice of what they want as goals and what rewards they want for achieving these.

The young people are given choices of what activities they want to do and the opportunity to try new things.

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.

Carers cook home made meals promoting a healthy balanced diet. Menus are decided weekly by the young people and carers.

The weekly food shop is conducted with the young people, giving them choice and encouraging them to try new things.

There is always lots of fruit and vegetables available and plenty of healthy snacks, as well as some treats.

Young people are encouraged to help cook meals and also engage in baking tasty treats.

Young people are registered with local GP, dentist and optician when they are first placed. They are encouraged to attend annual check ups and to keep up to date with regular reviews.

We have good working relationships and rapport with local CAMHS services.

Health appointments are set up when required for the young people. These are put into the diary and onto the young people's planners.

Carers document all appointment and ensure any follow ups are made.

All young people have a health plan, that is updated monthly.

All medication is recorded when it comes into the home on a medication reconciliation form. All medication is counted each week.

All medication that is administered is logged on a MAR, this is checked by managers monthly.

Young people are encouraged to engage in activities that promote exercise as well as rest.

We have set bedtimes as well as set dinner times, to give the young people a sense of safety and predictability.

All young people get a free swimming and gym pass and are encouraged to make good choices when it comes to exercising and using these passes.

Young people are supported with attending school, and the manager attends parent's evenings or any other school related events. Young people are supported to complete revision and homework and are encouraged to read regularly.

Young people are encouraged and supported to engage in social activities within their community. They are also given age-appropriate opportunities to socialise with others of the same age by going to play parks and play centres etc.

PACE parenting model is used with young people to encourage positive behaviours. Therapeutic crisis intervention is also used to manage behaviour and promote discussions around feelings and behaviours.

A trauma informed approach is embedded in every day life, taking into consideration the ACEs a young person has experience as well as their attachment style and triggers. Carers see that all behaviours have meaning and that young people are expressing their pain through displaying behaviours

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Life space interviews or key sessions are carried out after each incident to support the young person to connect emotions to their behaviour.</p> <p>Young people's documents are reviewed monthly, or as and when required. These include</p> <ul style="list-style-type: none"> - Risk assessments - Behaviour management plans - Missing person management plans - Physical intervention risk assessment / ICSP - Personal plans <p>Provider assessments are reviewed every 3 months or as required.</p> <p>PEEP's are updated annually unless there is a change.</p> <p>Carers follow the guidance set up in these documents to manage behaviour safely and consistently, creating a sense of safety to young people. It also ensures the safety of the carers.</p> <p>Dignity and respect are promoted at all times while managing behaviours. Empathy is shown towards young people during crisis which creates trust, acceptance and makes them not feel judged.</p> <p>Young people are given weekly activity planners that outline what their week will look like, these are discussed with the key worker to meet the needs of the young person and to reflect their choices and wishes. Having a plan for the week promotes the feeling of routine and predictability which in turn promotes consistency and security for the young people. This allows them to develop secure attachments and gain trust with staff.</p> <p>A safer recruiting policy is followed when employing new staff.</p> <p>An enhanced DBS is carried out on each staff member. All staff are also asked to register their DBS on the online update service and this is checked annually.</p> <p>The complaints procedure is explained to all young people on being placed and is clearly set out within the children's guide.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The expectation within the home is made out clearly to the young people when they first move in. rules, routines and boundaries are set out and explained to them. They also receive a welcome box with the children's guide in it.</p> <p>The opportunity is given to each young person to personalise their own space, this could be through soft furnishings, posters or even decoration. This gives them a voice and a sense of belonging.</p> <p>The home is decorated in warm, comforting and inviting décor. It is homely and comfortable.</p> <p>Weekly young peoples meetings are offered.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>5</p>
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<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.</p> <p>The information entered should relate to the period during which the staff member has been working for the provider only.</p>	
<p>Staff Type</p>	<p>Service Manager</p>

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PACE and Relational Play Therapeutic Crisis Intervention Drugs and Overdose Awareness Operational Officer
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
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	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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fire Marshall Drug and Overdose Awareness Understanding Autism Anxiety Awareness Leading Difficult Conversations Welsh Language Course QCF Level 3 Health & Social Care Children and Young People</p>

Contractual arrangements for staff currently in post	
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	00
Is the information about contractual arrangements correct?	Yes
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)	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.	09:00 - 23:00 + Sleep in Shift 14:00 - 22:00
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	2
Is the information about staff qualifications correct?	Yes
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	Cartref Clyd Caergybi
Service Telephone Number	01407769811
What is the main language through which the service is provided?	Welsh

Other languages used in the provision of the service	None
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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?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The Manager attends regular Multi-Disciplinary Team meetings which discusses the holistic care and support that the young person receives. The Manager is given the opportunity to share the progress of each individual young person against the goals that have been discussed and agreed. This meeting gives an opportunity for family members and health and social care professionals to feedback their experience of the service.</p> <p>Service Satisfaction Questionnaires are distributed to all stakeholders on an annual basis, this information helps to shape the future provision for the young people who use the service.</p> <p>Visual aids are available to gain the views of the young people during their visits.</p> <p>All parents are invited to attend a review of their child's progress where the personal plan is discussed and agreed and goals, wishes and aspirations are reviewed and tailored to the needs of each young person.</p>

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	There is a small garden to the front of the property which has colourful flower pots. To the rear of the property there is a raised private and secure garden area with safety flooring and an all-weather artificial grass. There is a large swing and a seating area for the young people to enjoy.
Provide details of any other facilities to which the residents have access	The home has a sensory room which offers sensory play and is also a safe and relaxing space for young people to enjoy.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	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>Personal plans and children's goals reflect the care and support plans which incorporates the family's request for support and learning opportunities for the children and young people we support.</p> <p>The children's interests and abilities are observed and used to create detailed plans for their visits. For example, one young person enjoys watching aeroplanes flying over the garden, staff planned a visit to Caernarfon air museum where they was in their element looking at the planes and was able to develop their independence skills by visiting the café and ordering a drink.</p> <p>There are many visual choice boards used in and out of the home to give children a voice and support their ability to make choices. We have choice boards allowing meals, snacks and drinks to be chosen. Choice boards for tv programmes and activities. Choice boards are created for visits for example a board was created for Greenwood that included a picture of each activity and area so that the children could choose where they would like to visit and what activities they would like to take part in.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each child has a behaviour management plan that allows for a consistent approach from staff. Each behaviour support plan includes opportunity for learning where there is a support method that allows ensures we are supporting of learning new behaviours as well as strategies to manage and respond to behaviours.</p> <p>All the children are supported at their own level to improve independence in all areas of their lives. Excel progress monitoring sheets for goal breakdowns allow us to see specific areas of each goal where the child was independent, receiving support or needed to be completed by staff. This allows us to tailor the personal plans to ensure focus is in supporting the right areas. For example, while supporting a young person in learning to wash their hands independently we discovered they could complete all steps apart from applying the soap. We explored different soaps and dispensers until we found the right one and now all steps in handwashing can be completed independently.</p> <p>All staff are trained in Positive Behaviour support, and we are working to promote a capable environment. We plan opportunities for positive social interaction that meet the children's specific areas of development including, being able to enjoy a meal with others, sharing and taking turns in games and navigating the local community.</p> <p>Staff are trained to use Makaton and use a range of visual aids to support communication. There are many visuals on display in all areas of the home for children to freely use. Activities are planned specifically for each individual to ensure activities are meaningful accessible and achievable. Activities are also set out in a way that will support achieving the goals set out in the children's plans.</p> <p>Personal plans and activity planners ensure there is a clear and consistent approach and that each member of staff is aware of daily routines and support the routines used at home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained in safeguarding and are aware of the whistleblowing policy.</p> <p>Detailed logs are completed and shared with other professionals detailing the care the children and young people are given. Children are supported and have their health needs met, and medication is administered during their visit if required.</p> <p>Everyone is supported to have their personal care needs met, staff give support ranging from full support to some support and learning opportunities for gaining independence in accordance with the child/ young persons abilities and needs.</p> <p>All children are staffed to the level that meet their needs including one to one or two to one care and waking night staff.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home meets the needs of the young people who use the service, its clean and homely and furnished to a high standard.</p> <p>The garden offers opportunity for many play and learning activities including sand pit, water play, swing and planting and growing fruit vegetables and flowers.</p> <p>The sensory room offers a safe area to relax and regulate emotions with music, lights balance board, sensory toys, blankets and bean bags.</p> <p>The bathroom and wet room offer a choice of shower or bath and enables staff to be able to provide the need care.</p> <p>The kitchen is accessible and supports the opportunity of learning independence skills from independently making their own drink to making meals and completing laundry.</p>

The total number of full time equivalent posts at the service (as at 31 March)	6
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	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.	Positive Behavior support practitioner Coaching and mentoring for Positive behavior support Fire safety First aid refresher COSHH Visual impairment
	Contractual arrangements for staff currently in post	
	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	
Is the information about contractual arrangements correct?	Yes	
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
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0

Safeguarding	0
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.	Fire safety Makaton COSHH
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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.	09.30-23.00 and sleep in shift 22.00-10.00 14.00-23.00 and sleep in shift 14.00 – 22.00 7.00-10.00 following sleep in shift
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	3
Is the information about staff qualifications correct?	Yes
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 Details

Name of Service	Plas Crigyll Residential Care Home
Service Telephone Number	01407720949
What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	832.80
The maximum weekly fee payable during the last financial year?	832.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Resident's views and wishes about the service are sought by means of regular resident's meetings and family and friends informal occasions within the home. This gives them the opportunity to voice their views on how the home is ran and if they have ideas on how we can make life better for them.</p> <p>The home formally reviews the resident's personal plan on a three monthly basis, again this gives an opportunity for the wishes, feelings and concerns to be shared.</p>

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	6
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	The home as a large safe and secure garden with ample seating areas for residents to enjoy. There is also a large cafe / bar area that the residents can enjoy time there with family and friends.
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>Resident's views on all aspects of the service are sought by means of individual consultation, resident's meeting and family and friends meetings and through informal social occasions within the home. This is an opportunity to discuss how the home is ran and if they have any suggestions as to how we can improve and enhance the quality of care within the home. Menus and activities are a standard item on the agenda and these are actioned by the staff. Some residents stated that they would enjoy going out for a trip and this has been organised on a number of occasions.</p> <p>The service formally reviews individual Personal Plan every three months with the residents and or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>The home arranges regular informal social events for residents and families, this also given people the opportunity to voice their opinion or ideas.</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>The residents and their families are given a choice as to which PG surgery they would like to be registered at as there are numerous GP surgeries in the catchment area.</p> <p>The GPs attend the home on a regular basis to undertake medical reviews.</p> <p>The home has a good working relationship with Health and Social Care professional and are able to request specialist assistance as and when required. These professionals include the Community Mental Health Team, District Nursing Team, Physiotherapy, Occupational Therapy, Dietician, Palliative Care Nursing Team.</p> <p>Residents have access to a Chiropody service and a hairdresser attends the home on a monthly basis.</p> <p>The staff have been trained to assist with oral hygiene by "Gwen I Bawb" and all residents have a oral hygiene care plan.</p> <p>Dawns I Bawb have been visiting on a regular basis who provide bilingual dance provision for the residents, which has been received positively, and the residents have enjoyed the sessions.</p> <p>Mon Active have also provided Botcha which is like boules, this encourages movement and physical and mental stimulation. The residents have enjoyed the sessions.</p> <p>The Catering team ensure that the residents are provided with nutritional balanced diets. The residents are weighed on a monthly basis and any issues of concern are referred to the GP and the Dietician.</p> <p>A range of activities are provided by the staff at the home, this is to encourage social interaction and stimulation, these include Quiz, Bingo, Gardening, Art Classes.</p> <p>There is regular contact with the local Primary School, the local community</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is evidence that the home adheres to the Council's robust recruitment policy, all checks are undertaken prior to confirming the appointment.</p> <p>All staff have undertaken safeguarding training, and all staff are aware of the Whistleblowing Policy and all staff have an enhanced DBS check in place.</p> <p>Staff receive formal one to one supervision on a regular basis and an annual review of their performance is undertaken.</p> <p>The majority of staff have undertaken their mandatory training, and all staff are registered with Social Care Wales.</p> <p>Risk assessment and protection plans are in place to ensure that the residents are safe.</p> <p>The home is proactive in requesting specialist support if they feel that they can not meet the needs of individuals and safeguarding referrals are made promptly.</p> <p>The home believes that it is paramount to build good relationships with families and that they can voice their concerns if required.</p> <p>All individual that are deprived of their liberties are assessed and a referral to the managing authority is made to request a standard authorisation.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Plas Crigyll is a warm and welcoming home which is maintained to a high standard. The home is sat on a large footprint and therefore ample areas inside and outside of the home for residents to enjoy.</p> <p>The home is always clean and tidy, and it is well looked after.</p> <p>Residents are given an opportunity to personalise their room and are able to bring personal items from their home.</p>

The total number of full time equivalent posts at the service (as at 31 March)	32
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid QCF Level 5 Leadership and Management
	Contractual arrangements for staff currently in post	
	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	
Is the information about contractual arrangements correct?	Yes	
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
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Six Steps End of Life Care
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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: 5px;">Filled and vacant posts</div>	
No. of staff in post	22
No. of posts vacant	2
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	2
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	18
Safeguarding	17
Medicine management	13
Dementia	22
Positive Behaviour Management	0
Food Hygiene	22

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Six Steps to End of Life Care First Aid Fire Training
Contractual arrangements for staff currently in post	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Is the information about contractual arrangements correct?	Yes
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)	14
No. of part-time staff (17-34 hours per week)	6
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.	07:30 - 15:00 - 5 members of staff 15:00 - 22:00 - 5 member of staff 22:00 - 07:45 - 3 members of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes
Domestic 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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2

Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Catering 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	1
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	0
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH
Contractual arrangements for staff currently in post	
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	1
Is the information about contractual arrangements correct?	Yes
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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	Mon Care Service
Service Telephone Number	01248752066
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	217
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The service formally reviews individual Personal Plans every three months with the tenants and service user's or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the service Compliments are also collated and shared with staff and the Quality and Compliance officer.</p>

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>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective individual who may use our services.</p> <p>All service users and tenants have an individualised Personal Plans which are created with each individual or their legal representatives . The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the service is able to meet the service user's and tenants care and support needs. This review is undertaken with the service users and tenants or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>All tenants have an individualised person-centred plan which identifies what's important to the individual, this can include the things a person values, cares for and loves. The things a person enjoys doing and contributes to them being happy. This detailed information supports staff to care and support individuals in a person-centred way. The person-centred plan is reviewed every three months or earlier if required.</p> <p>Tenants house meetings are held on a monthly basis, this is an opportunity for the tenants to express their views on the running of the home, which includes the internal décor and the garden areas. They also discuss outings and various activities that they would like to partake in. Some of the activities that they have enjoyed include visiting the cinema, going to the theatre, playing bingo and pub pool. The majority of the tenants have enjoyed a holiday away from the home.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the service.</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 12 weekly 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>All individuals are assessed prior to receiving a service by a Social Worker and a bespoke care and support plan is devised to ensure that the service has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the service is able to meet the care and support needs of the individual or not.</p> <p>The individuals are fully involved in making decisions about their care and support needs.</p> <p>There is a good working relationship between the service and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's well-being is shared and appropriate access to specialist support is available, this could include District Nursing Team, Physiotherapy, Occupational Therapy, Dietician or Speech and Language Therapy.</p> <p>The Management play and active role in the weekly Community Resource Team meetings which gives an opportunity for joint working and for any issues to be discussed and resolved in a timely manner.</p> <p>During the last quartile of the year the Reablement service has been participating in a pilot project, a new initiative that will expedite hospital discharges which will have a positive impact on individual's wellbeing. To date the performance data indicates that the project has had an effective impact on reducing the number of days that individuals are having to stay in hospital once they are medically fit for discharge. The service is currently working on changing the Reablement's model of care to reflect this change. The service has restructured the staffing team, which has allowed us to up skill three members of staff to undertake the senior roles within the service. The three members of the Reablement staff have been working alongside the discharge team at Ysbyty Gwynedd and have now commenced their first year of the Social Work Degree which will allow them to undertake Social Care assessments.</p> <p>All tenants have a Hospital Passport which is a document to support the care of adults with learning disabilities and autism when going to hospital. It provides staff with information about the individual which will assist with providing the right care and support to the individual whilst they are in hospital.</p> <p>There is a robust medication policy in place which is adhered to, there has been no medication errors reported within the last twelve months.</p> <p>All tenants have an annual medical check up and staff support individuals to access medical attention if required</p>

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

There is a robust safeguarding culture within the service. The service has policies and procedures to deal with any safeguarding concerns to which all staff work to.

Safeguarding training is a mandatory training which staff are required to undertake with in their probation period, staff are required to undertake this training every 3 years. All staff are aware of the Whistleblowing Policy and are confident to raise a concern.

There is evidence that safeguarding concerns are acted upon appropriately and within a timely manner. Safeguarding Referral are have been made to the Isle of Anglesey County Council's Teulu Mon.

Fitness to Practice referrals are made to Social Care Wales if there is a concern relating to a staff member's professional practice. All staff are registered with Social Care Wales.

There are clear and robust recruitment policy in place, which is adhered to at all times. Prospective staff are not appointed until the service receives confirmation of DBS, two written reference s (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.

There is a robust monitoring system in place to monitor review dates of staff's DBS, the service has a spreadsheet which is monitored by the Admin Team and the home have their own monitoring tool. Staff are encouraged to register their DBS on the up date system.

Staff are confident to raise any issues or concerns and these are acted upon promptly by their line manager. Risk assessments are created if any risks are identified, these are clear and easy for staff to follow, all risk assessments are reviewed as and when required.

There is evidence that incidents are reported and the required notification made to the Health and Safety Team and / or CIW.

The total number of full time equivalent posts at the service (as at 31 March) 38

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Rest Centre & Rest Centre Manager Stress in the Workplace SCW Renewal of Registration Understanding Autism Fire Safety in the Workplace Risk Assessment for Managers Palliative Care for Domiciliary Care Sepsis and Signs of a Deteriorating Patient Unconscious Bias Personal & Professional Boundaries

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

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	7
No. of posts vacant	0

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

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

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>COSHH What is a rest centre Rest Centre Volunteers Firesafety Using Supervision Effectively Using TEAMS calling Rest Centre & Rest Centre Manager Stress in the Workplace SCW Renewal of Registration Understanding Autism Fire Safety in the Workplace Risk Assessment for Managers Palliative Care for Domiciliary Care Sepsis and Signs of a Deteriorating Patient Unconscious Bias Personal & Professional Boundaries</p>
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Contractual arrangements for staff currently in post

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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)	7
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	7
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No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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	46
No. of posts vacant	7
<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	37
Equality, Diversity & Human Rights	0
Manual Handling	17
Safeguarding	28
Dementia	5
Positive Behaviour Management	0
Food Hygiene	20

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stress in the workplace 1st Aid Prevent Cyber Awareness Violence Against Women Modern Slavery GDPR Anxiety Awareness Fire Safety COSHH Drug & Alcohol Awareness Stress in the Workplace Ask & Act Report Writing Skills Preventing Falls End of Life Sensory Loss Risk Assessment Course Tissues Viability & Pressure Sores More Than Words Corporate Induction Rest Centre training Driver Awareness Personal Safety Reporting and Recording Incontinence Management Personal & Professional Boundaries Preventing Falls Stroke Awareness End of Life Stoma Care Data Governance Drug & Alcohol Awareness Tissue Viability Catheter Care Personal Care Use of display screen Sensory loss & Impairment Understanding Autism Rest Centre Training Asthma
<div style="border: 1px solid green; padding: 2px;">Contractual arrangements for staff currently in post</div>	
No. of permanent staff	45
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
Is the information about contractual arrangements correct?	Yes
<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)	19
No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	3
<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	40
No. of staff working towards the required/recommended qualification	5
Is the information about staff qualifications correct?	Yes
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	Brwynog Residential Care Home
Service Telephone Number	01407830326
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	54
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Fees Charged

The minimum weekly fee payable during the last financial year?	832.80
The maximum weekly fee payable during the last financial year?	832.80
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>When residents are admitted to Brwynog they are firstly shown around the home and given an insight into what happens in Brwynog on a daily basis.</p> <p>Residents are invited to attend the residents meetings where they can have there wishes, needs and preferences listened too. Residents are able to have input into the menu's within Brwynog, what activities they would like and if they would like to go on any day trips. Some individuals do not like attending the meetings so a member of staff will then go and sit with the residents to discuss what has happened in the meeting and if they would like to input anything further. All meeting are recorded and minutes written up in which are available to the residents to read if they wish.</p> <p>The service formally reviews individual Personal Plan every three months with the residents and or their legal representatives, their views, wishes and feelings are discussed and recorded.</p>

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a lawned area to the rear of the home with ample sitting areas on the terrace
Provide details of any other facilities to which the residents have access	There is a quite lounge area to the the far end of the home where residents can enjoy quite time on their own or with family and friends. The home has a large conservatory area which can be enjoyed throughout the year.

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>Prior to admission all residents receive an initial assessment undertaken by the social worker which gives information on them and why they require Residential care. The manager of the home will then go out to visit to undertake her own assessment where further information can be gained regarding there likes/dislikes wishes needs and preferences. All information gained will then be determined as to whether Brwynog can meet their needs.</p> <p>If residents are admitted from home they are given the opportunity to visit Brwynog and have a look around, meet the other residents and staff. The resident will be able to see which bedrooms are available and choose which one they would prefer.</p> <p>Residents are more than welcome to bring their own furniture, pictures or whatever they choose to be personal to them as this may help them settle in their new environment as much as possible. Residents also have the choice to decorate the room or accessorise with a colour of their choice.</p> <p>A personal plan is devised for the residents on admittance. Information is gained by sitting with the residents or their families to gain as much information as possible regarding various different aspects such as communication, medication personal care, diet and nutrition etc. Information can be added once the resident is settled. The personal plans are reviewed by the keyworker who has been assigned to the resident on a monthly basis or as and when needed.</p> <p>Management like to ensure that they build a good relationship with all residents and their families and for them to know that if they have any concerns then can come to the office or contact them via telephone if required.</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>There is a good working relationship between the management of Brwynog and various health and social care professionals. They work alongside many different professions such as Social Workers, GP'S, District Nurses, Physiotherapists and Occupational therapists.</p> <p>Over the last 12 months Brwynog has been taking part in a new Trusted Assessor pilot, a new initiative supported by BCUHB, this pilot is to ensure that discharges from the hospital environment are safe and well managed.</p> <p>All residents are registered with the local GP practice and the GPs visit the home on a regular basis. The District Nursing Team attend the home on a regular basis to support with nursing tasks.</p> <p>Resident's Health assessments are reviewed on a monthly basis or earlier if required.</p> <p>Residents are weighed monthly and any issues identified are discussed with the dietician.</p> <p>Staff have received training from the community dentist and residents all have a dental care plan in place.</p> <p>The home ensures that they are conform to the Home's medication policy and the manager audits these on a monthly basis. There has been no medication errors in the last twelve months. Staff are trained to administer medication.</p> <p>Dawns I Bawb have been visiting the home on a regular basis to provide opportunities for residents to enjoy dancing. There are various activities that residents can partake in which helps with physical and mental stimulation. Residents have enjoyed these sessions.</p> <p>Residents are supported to attend hospital appointments.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home complies with the Council's Recruitment policy and ensures that all of the relevant checks are made prior to confirming the appointment.</p> <p>All staff that work at Brwynog have an up to date enhanced DBS certificate.</p> <p>The majority of staff have undertake the safeguarding training and they are all aware of the whistleblowing policy.</p> <p>The staff at Brwynog are all registered with Social Care Wales.</p> <p>When risks have been identified a risk assessments is put in place to minimise the risk to the individual and these are reviewed on a regular basis. Protection plans are also put in place to ensure that the home responds to any safeguarding issues or concerns.</p> <p>Safeguarding referrals are made to the local Authority and social workers informed if any concerns are identified.</p> <p>Management and staff have an open and honest relationship with residents and families which enable them to feel confident in raising concerns.</p> <p>Accidents are recorded on an ADIR and are sent to the relevant departments within the authority and incidents of falls within the home are audited on a monthly basis.</p> <p>Issues or concerns are also discussed through supervision between the manager and the RI.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Management has made every effort to ensure that the home presents a homely, well designed, well decorated, well-furnished and welcoming environment.</p> <p>Brwynog has a front and back garden which is well kept, which is designed to provide a restful and attractive setting for the residents who live at Brwynog.</p> <p>Residents are encouraged to go outside if weather is nice and are also able to help with gardening, potting up flowers if they choose to do so.</p> <p>The home offers a range of communal areas to suit the needs of its residents and visitors. There are 3 spacious lounges; there is also a sun-lounge which many residents use for entertaining guests.</p> <p>We encourage residents to decorate, furnish and equip their rooms in their own style and use them as much as they wish for leisure, meals and entertaining.</p> <p>In Brwynog we try to make it possible for our residents to live their lives as fully as possible. We do the following:</p> <p>We try to help residents to continue to enjoy as wide a range of individual and group activities and interests as possible both inside and outside the home and to ensure that existing hobbies are maintained. We have regular organised social activities such as parties, outings, entertainers and Communion.</p> <p>We try to ensure that the home is real part of the local community so we encourage visitors to the home, naturally we respect the views of residents about whom they want to see or not to see. We have facilities including a dedicated activities lounge with wide screen TV and a secure outdoor sitting area which is wheelchair accessible.</p> <p>The residents enjoy visits from children from the local school who visits on a regular basis.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>19</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	First Aid
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Other supervisory staff	
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Does your service structure include roles of this type?	No
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Nursing care staff	
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Does your service structure include roles of this type?	No
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Registered nurses	
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Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
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Does your service structure include roles of this type?	No
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Other social care workers providing direct care	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
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No. of staff in post	24
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No. of posts vacant	0
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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	4
Health & Safety	16
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety Emergency first 3 day first aid Six steps Dental hygiene Prevent GDPR Ask and Act Modern Slavery Violence against women MCA and DOLS
Contractual arrangements for staff currently in post	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	8
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	16
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.	07.30/15:00 - 4 members of staff 15:00/ 22:00 - 4 members of staff 22:00/07.45 - 2 members of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes
Domestic 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	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	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Catering 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	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	2
Health & Safety	1

Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Stroke awareness
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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	Cartref Clyd Môn
Service Telephone Number	01248752066
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	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?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Quality of care questionnaires are given to each young person, their families and Health and Social Care Professionals that are involved in their care to complete, the feedback from these are used to improve and enhance the quality of service provide.</p> <p>The Advocate Service from Tros Cynnal visits the home on a monthly basis and the young people have the opportunity to speak to them if they desire.</p> <p>Regular Looked After Child reviews are undertaken and the young person has the opportunity to voice their wishes, aspirations or concerns during this review.</p> <p>Weekly young peoples meetings offered which gives the young person the opportunity to discuss the running of the home which consists of menu planning, goals and activities.</p> <p>Weekly Key Sessions are offered on a regular basis, this give the opportunity offering a one-on-one space for children to build relationships express their feelings, and work on personal development goals.</p>

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>There is large private lawned garden to the rear of the property with a trampoline for the young people to enjoy. There is also a patio area with ample seating facilities.</p> <p>The garden is adorned with colourful flowers and plants and the young people are given the opportunity to grow their own fruit and vegetables</p>
Provide details of any other facilities to which the residents have access	None

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The young person is able to talk openly to staff and the manager.

The young people see the RI regularly and are able to talk to them confidently.

Weekly young peoples meetings

Weekly key sessions are offered to all young people.

Complaints procedure is clearly explained to each young person on being placed, it is also within the children's guide.

RVA visits are monthly, and are done by Tros Gynal Plant.

Weekly young peoples meetings are offered to young people.

The young peoples wishes and feelings are discussed regularly within personal plan reviews and over all day to day. Adjustments are made to plans and reward systems to encourage and promote choice, and engagement.

Young people are asked what they want to be included within their weekly planners, they are also given the choice of what they want as goals and what rewards they want for achieving these.

The young people are given choices of what activities they want to do and the opportunity to try new things.

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.

Carers cook home made meals promoting a healthy balanced diet. Menus are decided weekly by the young people and carers.

The weekly food shop is conducted with the young people, giving them choice and encouraging them to try new things.

There is always lots of fruit and vegetables available and plenty of healthy snacks, as well as some treats.

Young people are encouraged to help cook meals and also engage in baking tasty treats.

Young people are registered with local GP, dentist and optician when they are first placed. They are encouraged to attend annual check ups and to keep up to date with regular reviews.

We have good working relationships and rapport with local CAMHS services.

Health appointments are set up when required for the young people. These are put into the diary and onto the young people's planners.

Carers document all appointment and ensure any follow ups are made.

All young people have a health plan, that is updated monthly.

All medication is recorded when it comes into the home on a medication reconciliation form. All medication is counted each week.

All medication that is administered is logged on a MAR, this is checked by managers monthly.

Young people are encouraged to engage in activities that promote exercise as well as rest.

We have set bedtimes as well as set dinner times, to give the young people a sense of safety and predictability.

All young people get a free swimming and gym pass and are encouraged to make good choices when it comes to exercising and using these passes.

Young people are supported with attending school, and the manager attends parent's evenings or any other school related events. Young people are supported to complete revision and homework and are encouraged to read regularly.

Young people are encouraged and supported to engage in social activities within their community. They are also given age-appropriate opportunities to socialise with others of the same age by going to play parks and play centres etc.

PACE parenting model is used with young people to encourage positive behaviours. Therapeutic crisis intervention is also used to manage behaviour and promote discussions around feelings and behaviours.

A trauma informed approach is embedded in every day life, taking into consideration the ACEs a young person has experience as well as their attachment style and triggers. Carers see that all behaviours have meaning and that young people are expressing their pain through displaying behaviours

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Life space interviews or key sessions are carried out after each incident to support the young person to connect emotions to their behaviour.</p> <p>Young people's documents are reviewed monthly, or as and when required. These include</p> <ul style="list-style-type: none"> - Risk assessments - Behaviour management plans - Missing person management plans - Physical intervention risk assessment / ICSP - Personal plans <p>Provider assessments are reviewed every 3 months or as required.</p> <p>PEEP's are updated annually unless there is a change.</p> <p>Carers follow the guidance set up in these documents to manage behaviour safely and consistently, creating a sense of safety to young people. It also ensures the safety of the carers.</p> <p>Dignity and respect are promoted at all times while managing behaviours. Empathy is shown towards young people during crisis which creates trust, acceptance and makes them not feel judged.</p> <p>Young people are given weekly activity planners that outline what their week will look like, these are discussed with the key worker to meet the needs of the young person and to reflect their choices and wishes. Having a plan for the week promotes the feeling of routine and predictability which in turn promotes consistency and security for the young people. This allows them to develop secure attachments and gain trust with staff.</p> <p>A safer recruiting policy is followed when employing new staff.</p> <p>An enhanced DBS is carried out on each staff member. All staff are also asked to register their DBS on the online update service and this is checked annually.</p> <p>The complaints procedure is explained to all young people on being placed and is clearly set out within the children's guide.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The expectation within the home is made out clearly to the young people when they first move in. rules, routines and boundaries are set out and explained to them. They also receive a welcome box with the children's guide in it.</p> <p>The opportunity is given to each young person to personalise their own space, this could be through soft furnishings, posters or even decoration. This gives them a voice and a sense of belonging.</p> <p>The home is decorated in warm, comforting and inviting décor. It is homely and comfortable.</p> <p>Weekly young peoples meetings are offered.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>
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<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.</p> <p>The information entered should relate to the period during which the staff member has been working for the provider only.</p>	
<p>Staff Type</p>	<p>Service Manager</p>

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PACE and Relational Play Therapeutic Crisis Intervention Drug and Overdose Awareness Training Operational Officer training
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
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	8
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	1
Manual Handling	0
Safeguarding	3
Medicine management	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>PACE and Relational Play Therapeutic Crisis Intervention Drug and Overdone Awareness Fire Marshal Mental Health Awareness QCF Level 3 Children and Yong People</p>
<p>Contractual arrangements for staff currently in post</p>	

No. of permanent staff	8
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
Is the information about contractual arrangements correct?	Yes
<p style="border: 1px solid black; padding: 2px;">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)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p style="border: 1px solid black; padding: 2px;">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.	08:00 - 23:00 + Sleep in Shift (1 member of staff Monday to Friday, 2 members of Staff Saturday, Sunday and school holidays 15:00 - 22:00 - (1 member of staff)
<p style="border: 1px solid black; padding: 2px;">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	5
Is the information about staff qualifications correct?	Yes
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