

# Annual Return 2023/2024

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	The Cedars Care Services Ltd	
The provider was registered on:	09/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Ivy	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/02/2023
	Responsible Individual(s)	Glenn Barnett
	Manager(s)	Jarryd Brewer-Magrin
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	The Cedars Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	08/01/2019
	Responsible Individual(s)	Glenn Barnett
	Manager(s)	Lynda Lawrence
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Sycamore House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/01/2019
	Responsible Individual(s)	Glenn Barnett
	Manager(s)	Lynda Lawrence
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Ashgrove	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/01/2019
Responsible Individual(s)	Glenn Barnett	
Manager(s)	Michael Osborne	
Maximum number of places	3	
Service Conditions	There are no conditions associated to this service	

Oaklands	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Glenn Barnett
Manager(s)	Michael Osborne
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
The Willows	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Glenn Barnett
Manager(s)	Jarryd Brewer-Magrin
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
The Hollies	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Glenn Barnett
Manager(s)	Viktoria Allen-Davies
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff are required to complete mandatory training either annually or when required.</p> <p>In addition to core training, identifying specialist training happens at assessment of referrals, changes in people we support present ations both physical and mental, discharges and at supervisions/competency assessments.</p> <p>Continuous feedback to assess the quality and meaningfulness of training is captured pre and post training as per our Learning and Development policy</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Cedars have reviewed processes and procedures to remain agile and respond quickly to potential staff.</p> <p>Staff retention is tracked and reported on to identify and respond to trends. Our health and wellbeing agenda including our Employee Assistance Programme has been cited as a positive aspect of working in our services, this lays the foundation for a positive work environment.</p>

#### Service Profile

##### Service Details

Name of Service	Ashgrove
Service Telephone Number	01446400491

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

## 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?	3127.60
The maximum weekly fee payable during the last financial year?	3160.48
If you wish to add further detail or comment regarding the scale of charges please do so below	

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Families will receive questionnaires bi annually to complete, as well as regular contact with keyworkers who are appointed to the people we support, included in this is a two monthly discussion where care and support is discussed along with any topics keyworkers feel is relevant or family members wish to raise and discuss themselves. Weekly communication is always upheld and contact records maintained if there is information staff have updated relatives with, ie medical appointments.

### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	People we support have a patio area which is wheelchair accessible and has a Pagoda for cover.
Provide details of any other facilities to which the residents have access	In reference to the dining room people we support eat in the communal lounge area which becomes our dining area at meal times to eat together.

### 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)	Yes
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.

In Ashgrove and across all services people we support are promoted to have their voice and control heard daily. An example of this is one of the people we support at Ashgrove will complete their activity board each morning with the staff member assigned, they will choose what they would like to do for an activity each day and fill in their spare time as well with their favourite things. Upon engaging in conversation with this individual today I asked if their board was completed and they proceeded to show me with a beaming smile on their face, the person we support has limited verbal communication but when I asked 'is this one of your favourite things to do each day?' they responded with a laughing 'Yes' and a huge smile whilst leaning in for a hug. Every 6 months we will send a family member a questionnaire for completion, the latest questionnaire completed by a parent on 1.2.24 had all boxes ticked as 'excellent' and an added comment of 'Fantastic care provided by Cedars staff at Ashgrove'. The questionnaire has sections based on people we support personal care and appearance, staff attitude and communication, keyworker knowledge and approachability, home décor and day services/activities provided. We will hold a team meeting approximately every 2 months and after the agenda is completed we will run through 'client reviews' as a team. Our client reviews have several sections including:

- Personal care
- Finances
- Transport
- Day services/Holidays
- Family
- General health
- Other

These reviews allow the team to all have valuable input regarding the PWS, bring ideas to the table, and work together closely to ensure we are always reviewing and improving the care and support we provide to all PWS where necessary.

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.

We hold a team meeting every two months where majority of the staff team will attend and have an opportunity to share their views and have a constructive suitable discussion around all points raised on an open agenda. The staff will have an agenda put out a few weeks prior which they can add to at any time, there is also a managers agenda set out. As well as using our regular team meetings we also send out questionnaires, as mentioned above in the previous section, these questionnaires do not only go to family they are also sent to health professionals or day services the PWS attend so we can receive external feedback. An example of this is a response from physio who communicated that the sling of one of the people we support was 'difficult to position well' this was then discussed by management and staff team for further review. This co-production ensures the PWS's independence and needs are promoted as best as possible at all times. Having a sling that is fitted correctly and easily will save on time, therefore allowing physio's to complete extra work with this individual which in turn is maintaining and improving their physical well-being which in turn develops their independence to complete tasks by themselves day to day. All staff are always fully aware of who to contact in the event of a health issue ie GP, out of hours, 999 in emergencies. At the annual health review with the GP and whenever the likes of district nurses call out to Ashgrove they are always highly complementary of our paperwork for the PWS and the organisational skills of the service. This is a credit to the staff team and helps maintain fantastic relationships amongst all involved.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are many forms of abuse and all staff are aware of these . We keep daily body charts to monitor for pressure sores etc but also a key tool to help identify any possible physical abuse, these are completed twice daily.</p> <p>All PWS monies are counted by two staff both AM and PM, with a written log of every transaction made for the PWS. This is to help ensure no form of financial abuse is taking place.</p> <p>At our most recent team meeting on 27.3.24 it was added to the managers agenda to discuss what staff would do in a situation of suspected abuse towards a PWS. Majority of staff were aware but now all new staff are also aware and it is a great reminder of what action is to be taken if a situation arises, as well as a fresh reminder of the types of abuse out there to always be mindful of, these are covered in the mandatory safeguarding training that all staff will undertake and renew annually.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All PWS here at Ashgrove attend day services locally. These include Ambito where PWS will partake in arts and crafts. A music session is held at a local pub where PWS will enjoy the live music followed by lunch out together. They also attend Two Rhythms which is a music/sensory based session, it works on slowly building up the senses before easing back off into relaxation at the end. Throughout spring and summer PWS can attend a cycling club at the local Jenner Park stadium where they will ride around the running track. As well as the PWS attending these sessions for physical and mental well-being it allows them to maintain their social networks out in our local community and build new friendships at these various activities.</p> <p>Privacy can be very simple at times but must always be respected, staff will always knock on a residents bedroom door before entering, if having capacity staff will wait for the PWS to respond 'come in' or similar, this is their personal space and should not be intruded on without consent, it is also very respectful for those who do lack capacity and to treat them with equal respect, although they may not understand the meaning of the knock, over time they learn to understand that this means a staff member or visitor is entering the room before engaging in communication.</p> <p>Examples of dignity can be found written into all PWS care plans and risk assessments, as the PWS share a bathroom they will always transfer along the hallway into the bathroom, this may require them being prepared for the bath before transferring rooms which is when all staff must ensure their privacy, dignity and respect is maintained at all times, it is written into their care plans that they will always be covered appropriately and also ensure the environment is clear of other PWS to uphold these values and rights. Bedroom doors will always be closed when any personal care procedures are being carried out, and for those with leg bags and catheters they will be accompanied to the bathroom to empty each time, again promoting their dignity and respect. All confidential information such as medical history, names, addresses etc will never be shared with anybody outside of the service, unless they're a medical professional and require such information. Staff are aware of the confidentiality agreement in place and even in house PWS are referred to by their initials rather than full names. No staff will talk about PWS outside of the workplace, upholding confidentiality.</p>

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

Number of posts and staff turnover

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

7

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities Catheter care Risk Assessments
	<p>Contractual Arrangements</p>	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	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?	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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities Catheter care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior staff will carry out regular support worker duties working 3 x 12-13 hour shifts per week. Seniors will then work approximately 2 office days a month to allow them to complete supervisory duties.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	2
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	10
Equality, Diversity & Human Rights	0



Infection, prevention & control	10
Manual Handling	6
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities Catheter care
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
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.	There will be 4 staff during the day working between 6.45am-9.00pm.  Waking night staff will lone work 7pm - 7am, they will cross over with day staff both evening and morning for a handover period.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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## Service Profile

### Service Details

Name of Service	Oaklands
Service Telephone Number	01446402926
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

## 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?	3108.95
The maximum weekly fee payable during the last financial year?	3227.66
If you wish to add further detail or comment regarding the scale of charges please do so below	

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Families will receive questionnaires bi annually to complete, as well as regular contact with keyworkers who are appointed to the people we support, included in this is a two monthly discussion where care and support is discussed along with any topics keyworkers feel is relevant or family members wish to raise and discuss themselves. Weekly communication is always upheld and contact records maintained if there is information staff have updated relatives with, ie medical appointments.

### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The people we support all have access to a shared patio area at our other home Ashgrove which is next door as well as a garden out the front of Oaklands itself with access onto the lawn.
Provide details of any other facilities to which the residents have access	Oaklands has a kitchen/dining area. The kitchen has a table and chairs where staff will sit with the PWS at meal times.

#### 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	Yes
British Sign Language (BSL)	Yes
Other	No

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>At Oaklands as with all of our services we strive to involve the PWS in their care and support planning daily. Staff will put their knowledge and training to use when engaging with each individual and use the best methods of communication for that particular person we support. This involves ensuring there are daily choices made available to the individual, this can be giving a choice of outfits in the morning, choice of foods at meal times, choices of activities. The list is endless and staff are always promoting the involvement of the individual throughout the whole day. Questionnaires are sent out to families every 6 months for feedback on the care and support we are providing at our service, the latest returned was on 27.10.23 with a family member stating all sections as 'excellent' and added feedback of 'We are so happy how ** is being cared for', 'all very welcoming and nothing is too much trouble' and 'fabulous place'. The questionnaire covers sections including appearance and personal care of the PWS, employees attitude and working relationships, keyworkers knowledge and approachability and a section about the home and opportunity for accessing day services and activities. We will hold a team meeting approximately every 2 months and after the agenda is completed we will run through 'client reviews' as a team. Our client reviews have several sections including:</p> <ul style="list-style-type: none"> <li>• Personal care</li> <li>• Finances</li> <li>• Transport</li> <li>• Day services/Holidays</li> <li>• Family</li> <li>• General health</li> <li>• Other</li> </ul> <p>These reviews allow the team to all have valuable input regarding the PWS, bring ideas to the table, and work together closely to ensure we are always reviewing and improving the care and support we provide to all PWS where necessary. At the latest team meeting on 26.3.24 a staff member highlighted the issue one of the PWS has with irritation and scratching, it was discussed that we will look towards an intervention so after review with the GP a trial period of medication is in place and will be monitored and reviewed. This kind of co-production ensure we are always promoting the voice of the PWS even when they may not be able to do this themselves, ie those who lack capacity or are non-verbal.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We hold a team meeting every two months where the majority of the staff team will attend and have an opportunity to share their views and have a constructive suitable discussion around all points raised on an open agenda. The staff will have an agenda put out a few weeks prior which they can add to at any time, there is also a managers agenda set out.</p> <p>As well as using our regular team meetings we also send out questionnaires six monthly, as mentioned above in the previous section, these questionnaires do not only go to family they are also sent to health professionals or day services the PWS attend so we can receive external feedback. The latest questionnaire completed by a class coordinator at Two Rhythms, a day service used by the PWS, stated all aspects as 'excellent'. The sections of a questionnaire provided to health professionals and day services cover the PWS, i.e. their appearance and personal hygiene, how they are supported at these sessions by all staff members, so the interaction and enthusiasm provided, and a section on the staff themselves, also looking at their attitude towards staff and other members of the community using the services. The feedback we receive is excellent to read and share with families so they can see the levels of care and support provided day to day and out in the community whilst we promote their independence in society. It is a great tool for us to monitor any areas of downfall or that may need to be addressed.</p> <p>Should the PWS require input from a health professional such as physiotherapy then management will place a referral regarding the matter and this will then be escalated amongst the health team and relevant parties until an arrangement and review can be made. All staff are always fully aware of who to contact in the event of a health issue ie GP, out of hours, 999 in emergencies. At the annual health review with the GP and whenever the likes of district nurses call out to Oaklands they are always highly complementary of our paperwork for the PWS and the organizational skills of the service. This is a credit to the staff team and helps maintain fantastic relationships and co-production amongst all involved.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are many forms of abuse and all staff are aware of these. We keep daily body charts to monitor for pressure sores etc but also a key tool to help identify any possible physical abuse, these are completed twice daily.</p> <p>All PWS monies are counted by two staff both AM and PM, with a written log of every transaction made for the PWS. This is to help ensure no form of financial abuse is taking place.</p> <p>At our most recent team meeting on 26.3.24 it was added to the managers agenda to discuss what staff would do in a situation of suspected abuse towards a PWS. Majority of staff were aware but now all new staff are also aware and it is a great reminder of what action is to be taken if a situation arises, as well as a fresh reminder of the types of abuse out there to always be mindful of, these are covered in the mandatory safeguarding training that all staff will undertake and renew annually.</p>

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

All PWS here at Oaklands attend day services locally. There is a live music session held at a local pub where PWS will enjoy the live music followed by lunch out together. One of the PWS also attends Two Rhythms which is a music/sensory based session, it works on slowly building up the senses before easing back off into relaxation at the end. Throughout spring and summer PWS can attend a cycling club at the local Jenner Park stadium where they will ride around the running track. As well as the PWS attending these sessions for physical and mental well-being it allows them to maintain their social networks out in our local community and build new friendships at these various activities. Privacy can be very simple at times but must always be respected, staff will always knock on a residents bedroom door before entering, if having capacity staff will wait for the PWS to respond 'come in' or similar, this is their personal space and should not be intruded on without consent, it is also very respectful for those who do lack capacity and to treat them with equal respect, although they may not understand the meaning of the knock, over time they learn to understand that this means a staff member or visitor is entering the room before engaging in communication.

Examples of dignity can be found written into all PWS care plans and risk assessments, as the PWS share a bathroom they will always transfer along the hallway into the bathroom, this may require them being prepared for the bath before transferring rooms which is when all staff must ensure their privacy, dignity and respect is maintained at all times, it is written into their care plans that they will always be covered appropriately and also ensure the environment is clear of other PWS to uphold these values and rights. Bedroom doors will always be closed when any personal care procedures are being carried out, and for those with leg bags and catheters they will be accompanied to the bathroom to empty each time, again promoting their dignity and respect.

All confidential information such as medical history, names, addresses etc will never be shared with anybody outside of the service, unless they are a medical professional and require such information. Staff are aware of the confidentiality agreement in place and even in house PWS are referred to by their initials rather than full names. No staff will ever talk about PWS outside of the workplace again upholding confidentiality.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities Catheter care Risk Assessments Manual Handling Train The Trainer
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	

Does your service structure include roles of this type?	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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities PEG
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior staff will work their regular 3 or 4 12 hour shifts per week with approximately 2 office days per month 9am-5pm to complete supervisory tasks.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>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>Filled and vacant posts</div>	
No. of staff in post	8
No. of posts vacant	1
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	5
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Fire COSHH Emergency First Aid at work Oral care and dysphagia Mental Capacity DoLS Person centered care Pressure care Autism and learning disabilities PEG
Contractual Arrangements	
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
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)	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.	Staff will work 12 hour shifts each week, 3 for full timers and 2 for part timers. Each shift will have 2 staff on during the day and they run from 6.45am-6.45pm and 7.30am-7.30pm. Waking night staff will work 7pm-7am.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
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	Sycamore House
Service Telephone Number	01446733205
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	3071
The maximum weekly fee payable during the last financial year?	3192
If you wish to add further detail or comment regarding the scale of charges please do so below	

##### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>All residents are non verbal and although they can communicate when they are unhappy with aspects of their care at the time, they are unable to process the complaints procedure or make a comment about the running of the service. Residents rely on others to advocate for them such as families, professionals and regulatory bodies.</p> <p>Questionnaires were given to family or professionals involved in care twice annually, this allows them to make any comment on the service, put forward any ideas for improvement or make comments on what we do well.</p> <p>Reviews and informal meetings have been undertaken with families and professionals where discussion on resident care have been discussed and any actions agreed</p> <p>We have also met with professionals regularly through home or clinic visits to discuss resident care and support required.</p> <p>Staff have been consulted on the running of the service via team meetings, informal discussion, consultation and staff questionnaires.</p>

##### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
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	Residents have access to an enclosed back garden. One bedroom has a private side garden There is a front garden and drive area
Provide details of any other facilities to which the residents have access	Residents have access to a communal lounge and dining area, a kitchen area supported by staff and a communal bathroom.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body language such as pointing facial expressions and choices- objects of reference

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>Sycamore House offers a stable homely environment for 4 individuals all with non-verbal communication. Activities and socialising within the community and the promotion of independence and living life to their full potential is paramount to the care we give. We are aware that we are accommodating individuals who have different support needs which is reflected in personal plans and staff support and training.</p> <p>PWS have a choice in all aspects of their care including bed times, meal choices, visitors, daily activity, personal care needs and decor of the home and individual private spaces.</p> <p>Activities and holidays offered are appropriate to needs and the choice of the individual taking into account suitable equipment and activities provided.</p> <p>Families and professionals can also input their views and advocate for residents during reviews, completing a 6 monthly questionnaire or through regular informal meetings with staff and management.</p> <p>Staff input their views and advocate for residents during team meetings and supervision sessions. Staff also have an annual questionnaire to complete which allows them to comment on how residents are cared for and what further improvements could be made.</p> <p>Each resident has a keyworker who will also endeavour to ensure that their residents needs are met. Keyworkers liaise with families and professionals and meet regularly with management to discuss any issues or ideas.</p> <p>Residents are encouraged to communicate with staff and professionals and staff will endeavour to ensure the correct communication methods are used for each individual such as body language and pointing, objects of reference or pictures and flash cards.</p> <p>For residents who have minimal verbal skills they are encouraged to form new words and take part in conversation as much as possible.</p> <p>Support plans detail residents likes and dislikes and how they like to be cared for with achievable positive outcomes and how staff can support the resident to achieve 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>Healthcare needs are reported without delay and relevant professionals are involved in their care such as GP's, Bladder and bowel teams, District nurses, Speech and language therapists, Dentists, opticians, Dieticians, Podiatry, OT's and physios. Detailed records are kept of each resident including medication requirements, healthcare appointments and healthcare needs such as weights, vaccinations and tests.</p> <p>Each keyworker will ensure appointments are made and kept and resident health issues will be discussed with staff during team meetings, supervisions and reviews.</p> <p>Staff support residents with all appointments and as they know their needs well are able to discuss issues and ensure a positive outcome for the resident.</p> <p>Staff at Sycamore are very responsive, supportive and caring towards residents and they are aware that residents with no family or friends rely on them for comfort and support and they give this without compromise and with sensitivity and dignity.</p> <p>Medication needs are met appropriately and staff are trained in medication awareness and also have regular medication assessments to ensure competency. Medication stock is audited monthly and ordered as required. Staff are able to discuss medication needs with GP's and professionals appropriately to ensure needs are met.</p> <p>Staff are trained in epilepsy, First aid, oral care, Dysphagia, nutrition and hydration and pressure care.</p> <p>Health equipment is supplied, appropriate to resident needs and serviced appropriately.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Personal plans are thorough and updated regularly to ensure that staff are aware of any changes to the way we care for our residents.</p> <p>All staff are trained in Safeguarding procedures and are aware of how and when to report any incident. There is a comprehensive Safeguarding procedure in place which is updated regularly.</p> <p>Staff also have signed the Potens declaration to challenge.</p> <p>Support plans contain detailed risk assessments for any activity that could cause harm.</p> <p>There is an open door policy for staff or families to discuss any issues with management in regard to any issue regarding resident safety.</p> <p>The home has a detailed complaints procedure which is available for family or professionals to raise an issue at any time.</p> <p>There is a visitor policy in place and all visits are taken privately. ID is taken for any professional visitor to the home and there is a visitor book in operation.</p> <p>Residents' information is updated daily and kept in a locked cupboard. Personal plans and information is only shared with people authorised following the company policy on confidentiality and access to records.</p> <p>DOL's applications are made for all residents and kept on file.</p> <p>Staff undergo full employment checks including an enhanced DBS which is updated every 3 years. Most staff are registered with Social Care Wales.</p> <p>Staff are trained in Health and safety, COSHH, Infection Control, Manual handling, fire awareness, and food hygiene. Staff either hold a QCF level 2 or 3 qualification or will be working towards the qualification.</p> <p>Emergency evacuation plans are in place for each resident in the event of an emergency and there is a fire risk assessment in place. Fire equipment is provided and serviced as required.</p> <p>Regular Quality Assurance checks are completed and documented to ensure the safety of all equipment and facilities by staff and relevant professionals.</p> <p>Policies and procedures are reviewed and updated regularly which all staff read and sign.</p>

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

Once a referral has been made for a placement, a number of assessments, meetings and visits take place to ensure the prospective individual is happy with Sycamore and we are happy we can meet the needs of the person fully.

Personal plans are reviewed regularly and if residents needs do change we will endeavour to ensure we can meet the changes fully by providing further staff recruitment or training, purchasing equipment or by obtaining input from professionals.

Activities offered are appropriate to each individual and they are supported to access their community as much as possible. Staff are able to adapt to each resident accordingly and to give appropriate support to ensure they are happy in their environment and with the activities provided in and out of the home.

Staff source assistance with community support teams to ensure that the equipment provided for the resident is appropriate to their needs. They also discuss communication and sensory issues and will work with professionals on sensory stories or communication aids.

Sycamores is a bungalow with wheelchair access throughout. All residents have their own bedroom decorated to their choice. Staff use a knock and wait policy when entering private spaces. Care is given taking into account gender specific care.

Each resident has an activity planner on file, staff also complete in house activities with residents. Residents are encouraged to undertake lifeskills appropriate to their abilities such as gardening and cooking or tidying away the dishes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	12
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
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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	0
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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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stress management Supervision and appraisal Disaster planning Hydration management Epilepsy PEG Haccp Managing difficult conversations
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
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.	Stress management Epilepsy PEG Managing difficult conversations Coshh Assessing needs Hydration management Care planning PEG Haccp
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	11
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	10
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	5
Safeguarding	13
Medicine management	9
Dementia	0
Positive Behaviour Management	5
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Ist Aid Oral health Dyspagia Coshh Epilepsy Learning disabilities and autism Mental capacity Dols Pressure care Nutrition and hydration Care communication Continence Bed rail safety Covid 19 Person centred care Record keeping Information governance Confidentiality Haccp Sepsis Boundries Self harm End of life
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0



Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
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.	4 staff daily 7.30-7.30, 8-8, 8-8, 8.30-8.30 1 waking night 8-8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	The Cedars Care Home
Service Telephone Number	01446747602
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## 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?	2398.88
The maximum weekly fee payable during the last financial year?	3237.10
If you wish to add further detail or comment regarding the scale of charges please do so below	

#### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Residents are consulted daily on their care however, for more complex issues or complaints they rely on others to advocate for them.</p> <p>Families and professionals have been given questionnaires to complete which allows them to comment on any aspect of the resident care and put any ideas forward for improvement. We have an open door policy to discuss any issue</p> <p>Staff are always given the opportunity to discuss the running of the home and resident care informally or via supervision and team meetings. Staff also receive an annual questionnaire which allows them to make any comment on resident care, their work and how the home is run.</p> <p>We have met with professionals throughout the year to discuss resident care and how the team can improve or adapt to ensure we are meeting needs appropriately.</p> <p>Reviews with case management are undertaken on an annual basis and any actions are identified.</p> <p>Day services also have input into the care of one resident and we regularly communicate any issues between us.</p>

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
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	garden space
Provide details of any other facilities to which the residents have access	Wet room

#### 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>Choice and independence are promoted whenever possible to ensure individuals have a voice about the way they are cared for. People we support are cared for by staff who know their needs well and have a clear understanding of how to meet these needs with dignity and respect. Individuals have a choice in the decor of their private bedrooms and communal areas of the home and can move around freely.</p> <p>Some staff and the management team have been employed by the service for many years and know the individuals well. Residents are 1:1 care and have a designated staff member daily who will meet their needs for the day including choice on meals, personal care, mobility, communication issues, appointments and activities and personal time.</p> <p>Staff are well trained and have undertaken challenging behaviour, mental capacity and Dols, person centred care and care communication.</p> <p>Staff receive regular supervision sessions and team meetings and can input views on residents care at any time. There is an open door policy for families, professionals and residents to discuss any issues during their working day.</p> <p>Residents have designated keyworkers who ensure their needs are met in a person centred way. They meet with the Deputy Manager regularly to discuss issues and find ways to ensure identified needs are met.</p> <p>Support plans document individuals likes and dislikes, how they like to be cared for, achievable positive outcomes and how staff can support them to achieve them.</p> <p>Care is provided for one resident with behavioural issues and staff and professionals have regular meetings to ensure staff are providing continuity and an appropriate response to any issues that arise.</p> <p>Residents have annual reviews with case management alongside family members and professionals where they have opportunity to discuss any issues or goals the resident may have.</p> <p>Care Questionnaires are given to families and professionals every 6 months and any issues identified are responded to appropriately.</p> <p>Residents have a voice and are encouraged to speak to staff on any issue they are having at any time day or night.</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>Residents have a range of healthcare support to ensure they remain healthy and well cared for. Healthcare needs are responded to without delay and appointments made with the appropriate professional.</p> <p>There are comprehensive health records for each individual including monitoring records such as weights, vaccinations and tests and health reports and appointments.</p> <p>We have accessed a variety of healthcare professionals such as Dieticians, PEG nurses, GP's, Dentists, Podiatrists, Psychiatrists, Physicologists, Opticians, District nurses, OT's and physios.</p> <p>Staff advocate for residents on health appointments to ensure their needs are met when they may not be able to communicate fully.</p> <p>Residents also have an annual healthcare appointment with their GP.</p> <p>Medication is stored appropriately, audited regularly and well documented. Medication is administered to residents using their preferred method.</p> <p>Staff are trained in medication administration and have regular assessments to ensure competency.</p> <p>Staff are trained in epilepsy, PEG, Diabetes, skin integrity and pressure care, First Aid, Oral care and nutrition and hydration.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents live in a secure and safe environment.</p> <p>Staff receive regular Safeguarding training. All staff have signed the Potens Declaration to challenge and received and signed copies of the All Wales Safeguarding Pack December 2023.</p> <p>There is an updated Safeguarding and Whistle blowing procedure in place and there are robust reporting procedures for staff to follow. there has been 1 safeguarding referral made when an issue of safety arose while a resident visited family.</p> <p>Staff undergo full employment checks and an enhanced DBS check which is updated for all staff every 3 years.</p> <p>There is a visitor book in operation and unknown visitors to the home are required to show their ID before entering the premises.</p> <p>Staff are trained in Health and Safety, Coshh, Infection Control, Manual handling, Fire and Food Hygiene.</p> <p>All staff either hold a level 2 QCF qualification or are working towards the award. Staff are also registered with Social Care Wales.</p> <p>All residents have a personal evacuation plans on file and there is an emergency evacuation plan in place. The Fire Risk Assessment has recently been updated.</p> <p>Regular Quality Assurance checks are undertaken to ensure the safety of equipment and services in place. The checks are completed by staff and professionals as appropriate. All healthcare equipment is serviced by professionals as required of MHOR, Loler and Pwll regulations.</p> <p>Healthcare equipment is assessed and purchased as required to ensure changing needs of residents are met. Staff advocate to ensure the residents voice is heard when discussing mobility issues and equipment.</p> <p>Documentation is updated regularly and kept securely following confidentiality and data protection policies..</p> <p>Policies and Procedures are reviewed, updated and read and signed by staff.</p> <p>Regular supervision sessions informal meetings with management and team meetings give staff chance to raise any concerns they may have in regard to resident care.</p> <p>There is an open door policy for anyone involved with the resident to discuss any concern with management during their working day.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The Cedars is a bungalow with ground floor access throughout. The gardens have wheelchair access. All residents have their own bedrooms and can move around freely.</p> <p>Staff use a knock and wait policy before entering bedrooms or bathroom areas.</p> <p>Residents are encouraged to attend a variety of activities during their day and each has a weekly activity planner in their daily file. Resident preference is taken into account each day, if a resident decides they want to undertake a different activity staff will support them to do so.</p> <p>One resident attends a day service 5 days a week, this is an assessed need and preference of the individual.</p> <p>Residents are encouraged to undertake life skills such as cooking, laundry cleaning and gardening and also take part in shopping for the home.</p> <p>Visitors are welcome at any time and there is a visitor policy in place. Residents are also encouraged to visit family and friends outside the home and staff will support them when necessary.</p> <p>Residents are encouraged to take an annual holiday of their choice supported by staff.</p> <p>Support plans are person centred and updated regularly to ensure residents receive the appropriate support they need.</p> <p>Staff are sensitive to residents needs and offer understanding, patience and empathy when needed to ensure residents feel supported and cared for especially when family may not be available.</p>

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

## Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7.25

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

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

### Staff Type

#### Service Manager

Does your service structure include roles of this type? Yes

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

#### Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 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.

Mastering challenging conversations  
Haccp  
Disaster planning  
Epilepsy  
Supervision and appraisal  
Stress management  
Hydration management  
PEG  
Diabetes

#### Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff 0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information governance Dols PEG Epilepsy Coshh Haccp Fire Mental Health Care planning Diabetes STress management Hydration management Haccp
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	9
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	11

Manual Handling	10
Safeguarding	11
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire 1st aid Epilepsy Autism and learning disabilities Haccp Oral health Dysphagia PEG Coshh Mental capacity Dols Pressure care Nutrition/hydration Care communication person centred care Covid 19 Record keeping Confidentiality Self harm Boundries Information governance End of life Continence Dignity in care Sepsis Diabetes
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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.	Monday - Friday 2 x 12 hours (7.30-7.30/8-8) 1 x 6 hours 2.30-8.30 Saturday/Sunday 3 x 12 hours ( 7.30-7.30/8-8/8.30-8.30 1 waking night 8-8 daily
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
Domestic staff	



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

## Service Profile

### Service Details

Name of Service	The Hollies
Service Telephone Number	01446402514
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Although we currently have no persons we support using the Welsh language we do have five Welsh speaking staff.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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### Fees Charged

The minimum weekly fee payable during the last financial year?	2731.12
The maximum weekly fee payable during the last financial year?	2731.12
If you wish to add further detail or comment regarding the scale of charges please do so below	

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	At The Hollies the arrangements we make for consulting people who use the service is by handing out 6 monthly questionnaire to the persons we support, families, friends and other health professional persons. We have an open door policy and regular reviews and informal meetings with families, friends, care co-ordinators, local authority contract managers, local authority appointees and the friendly trust who manage individuals finances.

## Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	1
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	The Hollies has a spacious car park to the rear of the property along with a garden area to relax in the spring/summer months with a ample space for wheelchairs and tables and a car port at the front of the home.
Provide details of any other facilities to which the residents have access	Each person we support has access to every part of the Hollies except individuals bedrooms unless they have been invited. 3 out of 7 of the persons we support have their own vehicles to enable them to access appointment, visits to families/friends, the community or social pleasure. We also have a Hollies vehicle for the one who don't have their own car and the persons we support also have bus passes.

## 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>At the Hollies we are very person-centred and we do not tolerate poor care. All staff practice the wellbeing act which is paramount, where we encourage the persons we support to use their voice and choose how they want their care needs met ie: what time do they want to go to bed/wake up, choose whether they want a bath/shower, whether they choose to eat in the dining room or their bedrooms, and what time they want their meal (within reason), along with coming to the dining room for breakfast/supper etc. in their pyjamas and dressing gown, after all its THEIR home.</p> <p>Each person at The Hollies is aware I have an open door policy where they can come and discuss any concerns, share their views, wishes, choices, making decisions or just general conversation.</p> <p>Each person we support has 4 colour coded files</p> <p>File 1 - Contains care plan, risk assessments, unified assessment, missing persons profile, Dols, Court of protection, consent forms and funeral arrangements.</p> <p>File 2 - Medical - Containing, essential information, appointments, medication procedures, medical reports, epilepsy profiles, referrals, weights, vaccinations, annual reviews etc.</p> <p>File 3 - Monitoring - contains daily reports, menus, activities, body maps, bowel charts etc.</p> <p>File 4 - Medication containing Mar charts, count sheets, Medication information, expiry dates, Gp information regarding covalent medication and DNR's where appropriate.</p> <p>We also send out 6 mthly questionnaires to individuals, families, staff and other health professionals where the feedback we have received has been excellent.</p> <p>Due to the individuals that we care and support, the majority of activities have to be spontaneous, but we do our utmost to be out every other day, if not daily. Staff at the Hollies are compassionate, patient and dedicated, along with having great knowledge, understanding and a professional relationship with each individual, where they can read the individual body language, gestures and persona to recognise if there's anything wrong, knowing it will be dealt with immediately. If the individual is non-verbal or has communication difficulties, staff can rely on facial expressions, different tones of voice, body language, and due to familiarity know what the individual wants/needs.</p> <p>Each person we support is encouraged and welcomed into our Team meetings giving them a voice and ensuring their listened too.</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>At the Hollies every individual has the choice of which general practitioner they wish to register with. All medication is requested monthly and here at The Hollies we have built up an excellent relationship with all the Gp's, practice managers and receptionists which is invaluable. We have regular contact with the district nurses, physiotherapists, occupational therapists, speech and language therapists, clinical psychologists, CPN's, diabetic nurses, continence nurses, neurologists and other consultants which again we've built an outstanding rapport to get the best possible care and support for our individuals. We also ensure that each person we support have regular health checks, such as Gp reviews, medication reviews, local authority contract reviews, social worker annual reviews, CHC reviews, MDT meetings, visits to podiatry, dentists, opticians and advocates where relevant.</p> <p>At the Hollies every person's health and well-being is paramount, we believe that each individual deserves the very best out of life and that's what the Hollies aims to deliver. We are fortunate to have built up a great relationship with all professionals who are involved with the persons we support.</p>

The extent to which people feel safe and protected from abuse and neglect.	Even though we have no safeguarding referrals at The Hollies, majority of staff have either completed or in the process of completing the relevant training and aware of the policies, procedures and guideline they need to follow. Staff are aware that in the event of safeguarding they need to contact the social worker, or duty officer if an individual is in review, completing an AS1 form and submitting it to the local authority safeguarding team. In the event that the safeguarding occurs during the evening or weekend, the staff are aware they need to contact the out of hours emergency duty officer for Social Services, Barry, based at the Local authority. CIW shall also be notified and where relevant the Police. We carry out DBS checks every 3 years and request 2 references prior to offer of employment made. All personal monies are in individual locked tins and checked twice daily, all expenditures are recorded on personal allowance forms which are itemised with receipt and folio's, audited weekly and filed monthly. We do not practice institutionalised/organisational ie: inappropriate confinement/restrictions, lack of choice, lack of personal clothing or possessions, Strict or inflexible routine, Lack of privacy, dignity and respect for people as individuals. withdrawing persons from the community, visits or family contact or treating adults like children.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>The Hollies is a 7 bedded bungalow in the heart of Barry town. Each person we support have their own bedroom, several with ensuite and the use of 2 communal lounge/dining rooms, kitchen, utility room, bathroom and separate toilets, all of which are wheelchair accessible, most individuals have profile beds and there are fire doors and fire equipment throughout. The Hollies has 2 mobile hoists and some areas have overhead tracking. All bedrooms are personal preference to the individual and decorated to their choice. The Hollies is committed to providing a homely, clean, safe environment that meets with the required standards from Health and Safety, Fire regulations and CIW requirements.</p> <p>Each person we support is encouraged to access the community, three out of seven of the individuals we support have their own vehicles to enable them to access appointments, socialising, family visits etc. We also have the use of the Hollies vehicle for the individuals who haven't a car and bus passes.</p> <p>We encourage each person we support to be as independent as possible and encourage positive risks taking to enable us to focus on identifying individuals' strengths and skills and empowering them to become the best version of themselves.</p>

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

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	20
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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
<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	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Learning disabilities & Autism, Epilepsy, Fire awareness, COSHH, Emergency First aid, Nutrition and hydration, Oral health, Mental Capacity, Dols, Record keeping, Postural management, Catheter care, Challenging behaviour, Pressure wound & skin care, End of Life, Mental health awareness, QCF Level 2, 3 & 5, Diabetes, Acquired brain injury.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	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	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.	Completed all mandatory training along with Epilepsy, Fire Awareness, COSHH, Learning disabilities & Autism, Emergency First Aid, Nutrition and Hydration, Oral Health, Mental Capacity, Dols, Record Keeping, Catheter Care, Challenging behaviour, Pressure care and wound care, End of life, Mental Health, Acquired Brain injury.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<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	20
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	19
Health & Safety	18
Equality, Diversity & Human Rights	1
Infection, prevention & control	19
Manual Handling	19
Safeguarding	3
Medicine management	19
Dementia	3
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Completed all mandatory training along with Epilepsy, Fire Awareness, COSHH, Learning disabilities & Autism, Emergency First Aid, Nutrition and Hydration, Oral Health, Mental Capacity, Dols, Record Keeping, Catheter Care, Challenging behaviour, Pressure care and wound care, End of life, Mental Health, Acquired Brain injury.
Contractual Arrangements	
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	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	7
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
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.	Learning disabilities & Autism, Epilepsy, Fire aware ness, COSHH, Emergency First aid, Nutrition and hydration, Oral health, Mental Capacity, Dols, Record keeping, Postural management, Catheter care, Challenging behaviour, Pressure wound & skin care, End of Life, Mental health awareness, QCF Level 2, 3 & 5, Diabetes, Acquired brain injury.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	



Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	At the Hollies we have five individuals who are 1:1 and two individuals who have five and seven hours care each day, so we ensure we always have six staff on excluding the manager on shift with two waking night support staff. Staff hours = 2 @ 07.00 - 19.00 1 @ 07.30 - 19.30 1 @ 08.00 - 20.00 1 @ 09.00 - 19.00 1 @ 09.00 - 19.30 2 @ 19.30 - 07.30 There is also one member of staff on call daily, and in the event that the persons we support want to go out in the evening, extra staff or staff hours are increased to accommodate this.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	The Ivy
Service Telephone Number	01446 624450
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## 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?	3192.00
The maximum weekly fee payable during the last financial year?	3212.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

#### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We send out questionnaires to service user families. We ask for feedback during care plan reviews. Keyworkers complete 2 monthly discussions to gather feedback from family/advocate. We ask informally on a regular basis and record/action any issues.

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	0
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Garden area to the front and back of the property.
Provide details of any other facilities to which the residents have access	There is a large drive for resident's mobility vehicles.

#### Communicating with people who use the service

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

At The Ivy, we support a range of people with different levels of needs and ability. With this in mind, we adapt our processes to ensure the people we support are able to communicate their needs and wishes as far as practically possible.

When completing care plan reviews, we discuss the care plan with the person we support, looking at their current care needs, what is working well, what isn't working so well, what we can do to improve support, what opportunities we can provide. Some of the PWS have a severe learning disability and lack capacity to understand or contribute formally to their care plan, in this case we take a holistic approach by incorporating what their care needs are, how we can support them, and their likes and dislikes. We observe how PWS respond to support and activities. We also have discussions with their family members/advocates around their current care plan and if any changes are needed to best meet the individual's needs. Our recent CIW inspection recognised our person centred approach with care planning from the reviews, discussions and actions/outcomes recorded. Staff team meetings are held every other month. During staff meetings we complete individual reviews with any actions/outcomes. We ask if people would like to attend meetings which has declined, but their thoughts and suggestions on the service are gathered and welcomed.

There are designated keyworkers for each PWS. The Deputy Manager will meet with keyworkers once a month to review care planning. Keyworkers will arrange meetings with PWS family every other month to keep them informed and gather feedback.

We are always looking for new opportunities and activities in the local area that would suit the need of each PWS. Two of the PWS attended day services before moving to Ivy, however this stopped due to the placement providing a service, we liaised with the day centre who attend a coffee morning every week and support the two PWS to meet their friends there. Another PWS has a particular interest in computers and anything electronic or technical, so staff reached out to a local community and learning centre and they enrolled on a weekly maths and computer course which they enjoy. We welcome feedback whether it be positive or improvements to be made, no complaints.

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.

We have worked with the Community Support Team to assess and review the needs of the PWS. We have built great working relationships with the health care professionals within CST, they know us and our services well. This includes Physio, OT, SLT, Community Nurse, Mental Health Nurse, Dietetics. CST have given many compliments to the service, physio are very happy with one PWS losing weight to start using their therapy bench again and work towards a healthy weight. Community Nurses have expressed their recognition and thanks to the manager and staff for the support and advocacy of one PWS whilst they had ongoing health issues and hospital admissions. CST say that we are always organised and prepared, looking at ways to support the PWS to achieve the best outcomes. District Nursing are regular visitors at The Ivy due to the needs of two of the PWS.

One of the PWS has their own bank card and the Deputy Manager has provided support to manage rent and personal allowance by taking them to the bank and supporting with making purchases. We want to look at ways they can be more independent with money, the next step is to start logging their own receipts in their cash tin and counting money that is correct to what has been spent. This PWS is currently doing a maths course and has just started the next topic of 'money' so this would be great to help them develop the skills they are learning at their maths class with daily living.

The core staff team at The Ivy has been working in this service since it opened in February 2023. It has provided a foundation of continuity for the people we support

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

We ensure robust recruitment and selection processes to obtain suitable staff for the service. Potentially successful candidates will meet some of the individuals at The Ivy so they are aware of the PWS and the care and support they require. We have not previously involved the PWS in the recruitment process as they do not have understanding of this process/unable to fully contribute, but this is something we could suggest to one of the PWS as they have capacity to understand and provide input and feedback with interviews.

All staff require a full/enhanced Disclosure and Barring Service check and two satisfactory references before employment commences. Following this, DBS checks are completed every three years.

Staff complete a full company induction within their probation period to ensure competence in all aspects of the job role. Staff are provided with the Code of Professional Practice. I am looking to review the company induction process to incorporate Social Care Wales AWIF, rather than two separate induction packs which some staff will find challenging to get through during their induction/probation period.

Safeguarding referrals will be completed in line with local safeguarding policies and procedures. Safeguarding is regularly discussed in day to day discussions and team meetings so that staff are aware of the responsibilities and processes. We have had one safeguarding referral which was a result of an accident in the home; this was summarised as an accident and closed with no further action.

Safeguarding training is completed with induction and then staff refresh this training annually. It is important that staff feel confident to identify, action and report safeguarding issues.

The Safeguarding Pack produced by Potens has been implemented in the service in December 2023, which includes information on Wales Safeguarding Procedures, whistle blowing and Potens' Challenge Charter. Staff sign these packs to agree to challenge practice and quality standards.

Our safeguarding and whistleblowing policy has recently been updated to reflect guidance from the Wales Safeguarding Procedure and the updated organisation structure.

PWS care plans and risk assessments are updated as required /every 3 months to reflect the PWS current care and support needs, ensuring that risk assessment is clear and relevant so that PWS are safe.

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

We aim to promote an inclusive group living setting, where PWS have similar needs and interests. We are currently at full capacity, however, when we have had vacancies we invite potential PWS and families to the home and plan a detailed transition period. We want to make sure we explore every part of the admission process so that the PWS and their family/carers are happy, and that we are confident we can meet their needs. PWS are supported to be involved in home dynamics as far as possible – one PWS will choose meals and be involved in cooking at times. Another PWS enjoys being involved in baking, and eating, cakes. We promote the PWS to have control and voice in their lives with developing skills and independence. One of the PWS communication has developed using a talking card system which was implemented a staff member; their vocabulary has developed and this has been recognised by family and CST.

The Ivy is close to local amenities that stimulates the interests of the PWS, the local town is a 5 minute walk down the road which has shops, a library and leisure centre which is helpful for one PWS who has recently joined the gym in the leisure centre. A short drive away is country and coastal walks which provides sensory stimulation for two of the PWS. There is also plenty of entertainment and social events around which another PWS enjoys. Over Christmas all PWS went to the local pantomime down The Memo Arts Centre. PWS have their own mobility vehicles, and we have a company bus which is suitable for three wheelchair users, so there is plenty of accessibility to the community. The Ivy is a 4 bed bungalow. Each PWS has personalised their bedroom with support from staff. It takes time to get a homely feel into a new service and I do believe we have made good progress, but we need to continue to add those little personal touches that makes the house a home, such as updated photos, staff suggested a photo collage.

Inside of the home has developed well, so this year we will focus more on the gardens. The front garden has been turned over and grass reseeded; some flower beds would improve the appearance. The rear of the home has a grassy area that would benefit from a patio area which is in planning.

Staff are trained on mandatory and specific training. We are always looking to support and develop staff knowledge and experience to best meet PWS needs.

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### Nursing care staff

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

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

Does your service structure include roles of this type?	No
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	11
No. of posts vacant	3
<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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Epilepsy and rescue medication First Aid Fire awareness Learning Disabilities Pressure care
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	4 staff work each day shift, PWS require 1:1 support. 1 waking night staff each night shift, lone working. Shifts are 12 hours, on a rota basis.



Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
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	The Willows
Service Telephone Number	01446401073
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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### Fees Charged

The minimum weekly fee payable during the last financial year?	3058.86
The maximum weekly fee payable during the last financial year?	3058.86
If you wish to add further detail or comment regarding the scale of charges please do so below	We are respite provision and for the last financial year we charged £436.98 per night.

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0

Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We send service questionnaires to all of the people we support or families/advocates.</p> <p>We complete handover documents each time a person stays with us where we give the opportunity for feedback.</p> <p>We review care plans every stay, or every 3 months, and have regular discussions with the people we support or families/advocates.</p>

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>There is a large drive on the front of the property.</p> <p>There is a large garden area at the rear of the property which is fully accessible, with grass area, table and chairs and greenhouse.</p>
Provide details of any other facilities to which the residents have access	Kitchen

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	TellUs and other electronic communication aids, iPad with communication apps

#### 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 Willows is a respite service, we support a range of people with different needs and abilities. Some of the PWS have capacity to make informed decisions about their care and support, while others may have learning disabilities and unable to make informed decisions. We aim to provide person-centred care based on the choices and preferences of all PWS.</p> <p>Care plans come in form of Service Delivery Plans and risk assessments. The Service Delivery Plan gives an overview of the PWS essential information, needs and preferences, and risk assessments are detailed to support the delivery plan.</p> <p>As a respite service, we offer a range of leisure activities that are suited to each PWS, there is no set/routine activities. There are regular activities available in the local area. The intersensory club provide seasonal activities for people with learning and physical disabilities, such as cycling, boating and sensory room on a weekly basis. Christmas activities were booked in advance with PWS and their families, activities were chosen based on dates and PWS staying with us and their preferences/choice. We try to maintain this through the year, rather than just with seasonal activities. One PWS wanted to go to a health suite so we arranged for them to go to a jacuzzi session with adaptations and hoist on their following stay. They now go each time they stay. Another PWS has a season ticket for Cardiff City Football Club. The PWS is autistic and routine is very important to them, it took good planning to attend respite as this was a big change. One of the support staff has attended football games with them on both stays which has provided consistency. The PWS has now asked if they can stay in June and for said staff member to go to the bus festival with them. This is an achievement for the PWS.</p> <p>Staff team meetings are held every other month. During staff meetings we complete individual PWS reviews with any actions/outcomes. Any ideas that are brought forward are discussed with PWS and their families/carers.</p> <p>We encourage PWS to make suggestions on our service. We send service questionnaires annually. We have had some good feedback as well as some suggestions for improvement.</p> <p>We have not had any complaints.</p> <p>There is an open door policy for PWS, families, visitors and staff and this is reiterated on a regular basis so that people feel supported, they can raise concerns or make complaints.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We have a referrals, assessment and admission policy for respite users. PWS are referred by Local Authority or Local Health Board. We request Care and Support Plans to complete initial assessment of needs. If we can meet their needs, we will complete face to face assessment with the potential PWS and their family/carer/advocate. Using our assessment tool we are able to gather detailed information that will feed into the Service Delivery Plans and risk assessments. Any issues identified at this stage will be discussed with the case manager and relevant health professionals. During assessment, we want to know what the PWS enjoys doing. Using this information we will plan and book activities tailored to their preferences. Care plans are reviewed as changes occur, or at least every three months in line with RISCA regulations. Some of the PWS stay with us regularly, where as some will stay occasionally, which means we could go more than three months without seeing some of the PWS. I have recently updated our monitoring system with this in mind, so that care plans are reviewed in a timely manner. Where there is more than three months between stays, we ensure we complete a full review of the care plan with the PWS/family/carer so that any changes are actioned and documented before the PWS next stay. Some of the PWS attend day services outside of respite. We would normally provide a daily service of activities however if there is a need for PWS to attend day services whilst in respite we will support with this. One PWS will get anxious coming into respite and recently had a much longer stay than usual. It was agreed that they would benefit from attending day service to keep some routine and normality whilst family were away on holiday, which helped. We support people with various abilities and disabilities, so it is important we are tailoring our service to each individual. We promote PWS to be involved in the day to day running of the home, whether it be shopping, cooking, daily life skills. As we are respite, we treat it more as a 'holiday from home', so we aim provide leisure activities of preference. Over Christmas period, we linked in with families and offered/booked festive activities based on who was staying with us on the those dates and if it would be of interest of them. Many families were happy with this and booked tickets for the event.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure robust recruitment and selection processes to obtain suitable staff for the service. Potentially successful candidates will meet some of the individuals at The Willows so they are aware of the PWS and the care and support they require. We have not previously involved the PWS in the recruitment process but this is something we could suggest to some of the PWS who could contribute to the interview process. One of the PWS has previously expressed they would like to be involved in recruiting staff, depending on if we interview during their respite stays they could support with this. All staff require a full/enhanced Disclosure and Barring Service check and two satisfactory references before employment commences. Following this, DBS checks are completed every three years. Staff complete a full company induction within their probation period to ensure competence in all aspects of the job role. Staff are provided with the Code of Professional Practice. I am looking to review the company induction process to incorporate Social Care Wales AWIF, rather than two separate induction packs which some staff will find challenging to get through during their induction/probation period. Safeguarding referrals will be completed in line with local safeguarding policies and procedures. Safeguarding is regularly discussed in day to day discussions and team meetings so that staff are aware of the responsibilities and processes. We have had one safeguarding referral from a PWS having significant bruising, however this was closed with no fault or action. Reflecting on this, we felt it was appropriate for some in-house actions including reviewing and updating our body maps for a clearer record, providing staff with Safeguarding packs and reviewing safeguarding procedures in the next team meeting. The Safeguarding Pack produced by Potens has been implemented in the service in December 2023, which includes information on Wales Safeguarding Procedures, whistle blowing and Potens' Challenge Charter. Staff sign these packs to agree to challenge practice and quality standards. Safeguarding training is completed with induction and then staff refresh this training annually. It is important that staff feel confident to identify, action and report safeguarding issues. Our safeguarding and whistleblowing policy has recently been updated to reflect guidance from the Wales Safeguarding Procedure and the updated organisation structure. We do not take referrals for challenging individuals.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>PWS are encouraged and supported to access the local community. The Willows is based in a developing town that has plenty of community activities and entertainment to stimulate the interests of the PWS. There are weekly activities provided by the Intersensory Club that include adapted cycling, sailing and sensory room. There is a lunch time live music session held at a local pub that is aimed at people with care and support needs, many services attend so it is great for PWS social needs and meeting new people. A short drive away from the home is country and coastal walks which provide relaxation and sensory stimulation. There are leisure centres which offer accessible gyms and swimming pools, arcades and bowling, cinemas and restaurants, which are used regularly in our respite service. We have a wheelchair accessible vehicle based at Willows. We also have access to the Company Bus, however due to insurance most current staff working at the Willows are not covered to drive the vehicle due to age restrictions. The home itself is clean, comfortable and safe. It is accessible for people with varying mobility needs and has plenty of space in the communal areas. The Willows is a 3 bed bungalow. Each bedroom has been decorated with neutral themes and a homely feel, we have received good feedback on the updated décor throughout the home. The kitchen is spacious and accessible for PWS to be involved in cooking, however the kitchen could do with some refurbishment in areas. The Willows has a large garden with beautiful views of rolling fields and grazing animals. The garden is in need of some TLC, this will be a project for spring/summer. For quality assurance, health and safety checks are completed daily by staff, and audited on a monthly basis by the deputy/service manager. Any environmental hazards or maintenance required are actioned immediately to keep people safe and the home well maintained. The service manager has a daily walk around to observe the care and support being provided, any environmental or health and safety issues, and general daily running of the service. We adhere to confidentiality and GDPR, written records and care plans are kept in lockable cabinets/office. The lounge has a cabinet where daily reports are kept when not in use. Staff would benefit from developing knowledge with specific GDPR training. Staff are trained on mandatory and specific training, both through face to face sessions and e-learning, and team meetings.</p>

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

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

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

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

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
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	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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.	3x12 hour shifts per week, on a rota basis.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	2
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Epilepsy and rescue medication DoLS Pressure care Learning Disabilities



Contractual Arrangements	
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
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)	4
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.	Shifts vary from 4-12 hour shifts daily. Staff work overtime at their own choosing. It is a 3 bedroom bungalow so when we have 3 service users staying with us, there are 3 staff working a shift each day. Each service user has 1:1 support daily. Waking night staff are lone working, 12 hour shifts.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No