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:	Celtic Care (Swansea) Ltd
The provider was registered on:	24/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Celtic Dawn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/08/2018
	Responsible Individual(s)	
	Manager(s)	Donielle Williams
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service

	Cartref Celtiadd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/08/2018
	Responsible Individual(s)	
	Manager(s)	Kayleigh Walters
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service

	Calon Celtiadd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/08/2018
	Responsible Individual(s)	
	Manager(s)	Donielle Williams
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service

	Celtic Care (Swansea) Ltd Dom Care Agency	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/08/2018
	Responsible Individual(s)	
	Manager(s)	Lisa Whiting
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff complete mandatory training. This was completed through our training site- Atlas and Social Care TV. We have a Training Matrix in place which indicates when training is due for refreshing. In addition to core training, identifying specialist training happens at assessment of referrals, changes in people we support presentations both physical and mental, discharges and at supervisions/competency assessments.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have recruited through Indeed, and all the recruitment would be completed by the manager. 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.

Service Profile

Service Details

Name of Service	Calon Celtiadd

Service Telephone Number	07914607745
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2197.10
The maximum weekly fee payable during the last financial year?	3058.20
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	1
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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	advocates meetings MDT meetings Monitoring visits CIW visits social worker visits

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?	4
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	large rear and front garden
Provide details of any other facilities to which the residents have access	Sensory 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.

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 Calon, We have always ensured that we are advocating for our service users and learn their preferred method of communication to maintain the knowledge about their needs and preferences. All our staff are trained in communication, this gives our staff the ability to recognize different methods or signs of communication. In doing this we can determine the service users unique goals and needs. We liaison with families, advocates and care co Ordinator's to gain a further understanding and knowledge about our service users.
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.	There have been various activities and outings arranged .They have been many outdoor activities such as Techniquest, folly farm, west midlands safari, Longleat etc. Staff have arranged various activities, arranged telephone contact and ensured consistency in the service provision with regards to accommodating different levels of competencies and preferences in activities for the individuals we support. Our last quality assurance report we have re-sent documentation for data collection about the service to professionals involved with the individual's we support. This is a requirement by regulation 80 of the registration and inspection of social care act 2018. we sent out our documentation and have had very good feedback from professionals. One wrote: "My relation is always happy and well looked after by all of the staff"
The extent to which people feel safe and protected from abuse and neglect.	At Celtic Care we expect staff to adhere to our policies and procedures to maintain our secure and safe environment, free from any form of abuse. The staff must understand the importance of safeguarding and know in full detail how to access information to assist them in raising a concern. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied. We have trained our staff yearly on how to recognise and handle safeguarding issues. We have safeguarding referrals and support to assist staff to understand the safeguarding of vulnerable adults. Our home created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues. We hold regular staff meetings and supervisions and during this we test staffs knowledge on legislation surrounding safeguarding and the importance of whistleblowing, consent and communicating with non verbal vulnerable adults. Their have been actions that have been taken to make the improvements/developments successful by the creation of the management database and updating of all paperwork in the home. This in turn has set a uniformed approach on how we provide care throughout the service. The success of this can be measured through feedback received from the commissioner's and follow up visit and from the CIW inspections. The management database identifies time scales for completion of tasks; however, it is a working document and has with all care setting paperwork is reviewed and updated as the individual care needs change.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Now we have been taken over by Potens we have more accessiblility to get support in maintaining and improving the accommodation. We have our allocated maintaince man and he ensures that the home is maintained to a high standard and compliant with health and safety regulations. The garden area needs to be improved so the service users can gain more access and get more from their surroundings. Our sensory room could do with more sensory lights/items so we can utilise It better The service users rooms are tailored to their preferences. These are updated every so often when we see changes in their likes and dislikes.

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)	21

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
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	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	8
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	15
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6

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	0
Infection, prevention & control	0
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.	

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	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.	0

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	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	Cartref Celtiadd

Service Telephone Number	01792846518
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

Fees Charged

The minimum weekly fee payable during the last financial year?	2197.10
The maximum weekly fee payable during the last financial year?	2812.11
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?	Complaint Policy and procedure in place. Resident meetings External meetings with social workers Meetings with advocates General conversations daily Staff meetings QA feedback forms

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	Enclosed Garden space that the residents have access too.
Provide details of any other facilities to which the residents have access	Back Garden only.

Communicating with people who use the service

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

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 Celtic Care we pride ourselves on ensuring that the individuals we support feel that their choices, rights, feelings and thoughts at the forefront of the support that we supply. One way we ensure this is by having the individual and the families, advocates and professionals included in every stage of their personal plan. We find that this process helps us gain valuable insight into their wishes and needs. During this process it gives the individuals a chance to inform us what their capabilities are and what tasks they feel that they need support with.
	Using all the information gathered we then compile a personal plan that is in a format that the individual understands. The individuals and are also given a copy of the plan for them to read once completed and asked to sign if they are happy with the plan. The plans are kept in the main file in the manager's office; the individuals are asked if they would like to keep a copy of their plans in their rooms. If they have requested that they want it to be kept in the office the manager will ensure to show them where they are located if they need access to them. This is then documented and signed by both resident and manager.
	Residents key worker take time to sit with them on a monthly basis to discuss what the individual's personal goal if or them month, once the goal has been decided they complete their Personal goal plan which is set out in simple stages, once all stages are complete they decide what they would like to challenge themselves with for the next goal. This is evidenced in their monthly report with photos of the service user completing their personal goal.To ensure that we priorities the importance to the individual service user's feelings that their voice is being heard, we hold resident meetings every 3 months. During these meetings individuals are encouraged by their support workers to voice their opinions on how they feel that the home is run, what they enjoy and they feel that works for the home but also what they might feel needs improving. The staff always try to ensure that the individuals feel that this is a safe environment where they can have the opportunity to contribute to decisions that affect their lives. All information gathered from these meetings is then used to improve our service and the outcomes for the individuals we support. It is Celtic Care ethos to ensure we promote an open and transparent culture.

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.	Having face to face visits maintaining family/friends contact and varying activities that have kept the people we support stimulated and motivated. The individuals have managed well and have continued to enjoy doing activities together and alone as per usual. Service users are now back into a routine of their regular activities within the community, such as friendship house, pottery and dance and drama, tai chi and keep fit classes. Appointment for people we support are now up and running (although a waiting time) and staff will support them to attend these. Most are face to face but on times they may be done over a telephone or video call. The service has supported an individual with volunteering work at a local café enabling them to develop skills in hospitality and social interaction. We have had a stable full staff team. We have never had to employ agency staff as the staff are always willing to cover the hours to meet the needs of the service. At present we do have some staff off sick, and we are currently recruiting to be at full capacity. All staff are up to date with their annual training with Social Care TV and Atlas and the manager monitors the training matrix informing staff when their training is due for renewal. For more complex needs we have class room based training to ensure that our staff are up to date and able to provide a safe package of care to the individuals. All our staff are signed up the QCF level 2/3 in Health and Social Care and managers have started to register all employees on Social Care Wales in line with government legislation. As we have been acquisitioned by Poten's we willing be using a new training through Elfy. All Staff have quarterly supervisions and annual appraisals. The manager has a matrix to ensure that the supervisions and appraisals are always up to date. The staff at Celtic Care have also received Quality Assurance questionnaires for them to complete, which gives them the option to give their feedback whilst remaining anonymous. Staff feedback has been very positive which we feel is reflected in our staff retention.
The extent to which people feel safe and protected from abuse and neglect.	Our aim at Celtic Care is to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of the people living within the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all residents to exercise their rights to the full. We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We have updated our Whistle Blowing Policy since Potens has taken over Celtic Care to include the new contacts such as the Responsible Individual and Operations Manager. There has been no safeguarding incidents since the last report was completing. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied. We have trained our staff yearly on how to recognize and handle safeguarding issues. We have safeguarding referrals and support to assist staff to understand the safeguarding of vulnerable adults. Our home created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues. As standard, resident meetings are held regularly, feedback is sought to ensure they are happy with the care provided and what, if any, changes they would like to see in the home or to their care. Residents have in the past, and continue to speak with staff, management and the responsible individual on a one to one basis and in resident meetings to voice their opinion on the care they receive. This evidences the resident's confidence and comfort in the care they receive from the support workers, the managers and from the company as a whole. Feedback from our last Monitoring Visit from the local authority (Neath port talbot) it was picked up about a service users lightbulb not being in place. With the input from this persons Social Worker and family and carrying out a MCA it has been rectified and no longer an issue.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	At Cartref Celtiadd we maintain the service by having a maintenance man that carried out maintenance within the service, there is a new schedule in place for ticketing jobs for them to be completed. We have a range of facilities at the home, there is a open communal lounge area, a utility room, a kitchen leading to a conservatory where there is a dining area. The home has a 'homely' feel to it and this has been the feedback from recently audits. The service users bedrooms are personalised to their own likes and decorated with their own choice of paint / wallpaper and accessories. The home has weekly health and safety checks, ensuring it a safe environment in line with legislation. There is planned works for improving the garden, and this has been raised by maintenance. The back garden is accessible to all service users and have started to plant flowers to make it a more pleasant area to be in.

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

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

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

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

Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Continence Autism Learning Disability Record Keeping

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?	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	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	11
Infection, prevention & control	13
Manual Handling	13
Safeguarding	12
Medicine management	13
Dementia	0
Positive Behaviour Management	6
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 staff per day 1:1 (8am-10am) 1 night (9pm-8am)

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	5

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	Celtic Care (Swansea)Ltd Dom Care Agency

Service Telephone Number	01639893101
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	currently the main languages used to provide the service are English, for those individuals who prefer to be spoken to in their native language. For Welsh speaking individuals we are able to provide staff that can communicate in Welsh. For individuals who have communication difficulties we are able to provide support .

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	46

Fees Charged

The minimum hourly rate payable during the last financial year?	23
The maximum hourly rate payable during the last financial year?	26.50
If you wish to add further detail or comment regarding the scale of charges please do so below	£23 was for Private care and local health board charges £26.50 was from local Authority.

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?	A copy of the Complaints policy is to be found in the individuals home file. The manager can be contacted using the contact number found in the file. The managers make routine contact with the service when three monthly reviews are completed. Family members and carers who are involved in the service users care package are able to contribute to the reviews

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	these include facial expressions ,gestures, body postures and gestures, hand signals e.g. thumb up or down

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.	Managers visit each individual service user as planned and this will usually include a relative or the main carer. This gives each person a chance to discuss their care plan and individual needs. this should have been done as well,when the Adult team worker made the initial visit to establish the level of need before the package was agreed and put on the waiting list for providers to view. Managers will establish what the individual's prefernces are regarding how they are addressed and how they like meals and drinks prepared and what their preferred options are. The individual will also be informed of the length of the calls which staff are allocated. There are tasks which are included in the package such as bed changing and managing the laundry, the individual can indicate their preferred options. When providing personal care the staff will encourage individuals to manage what they are able for themselves to promote a good level of independence and a feeling of well being. Where an idividual is able staff would encourage the person to choose what they want to wear and assist with dessing and encourage people to be clean and comfortable.

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.	Celtic Care are providing support to a number of individual with specific critical health needs. These packages are provided wit h two care staff and the use of equipment for all transfers. The packages are enabling individuals to remain in their own homes . The care package is also supporting main carers, who may be a spouse or son/daughter living with the individual. Celtic Care have in recent months provided an increased care package for two individuals with End of life care needs, wishing to remain at home. This was provided working closely with Distri ct nurses, General Practitioners and Occupational Therapists t o provide the appropriate care with compassion and Dignity. O ne individual has sadly passed away at home. The other individ ual has improved and continues to receive a reduced level of s upport at home and is able to attain a good quality of life. Staff were complemented on the care provided by family and h ealth professionals. Staff have been supported to manage and maintain emotional well being throughout. Individuals who need to attend routine medical appointments or periods of out patient treatment are supported when needed wit h changed call times, this includes appointments for dental che ck ups, also podiatry and optician where practical. Individuals a nd family members have given their thanks for the flexibility of t he service. Celtic Care work routinely with the community nurses where this support is provided for any of the service users. Should there be a need staff also work with occupational Thera py to support any changes. Service users would benefit from additional socialisation , howe ver this is not part of the service provided by Ceredigion Dmicil ary services. Celtic Care have identified one service user who was, after a time allocated Direct Payments for the employment of a personal assistant which is provded by a staff member. this has proved extremely beneficial for this individual. Ceredigion Dom care services are rigid in their observation of t he guidelines for care packages. With the private clients to whom we have provide a service we h ave had more flexibility with what support we can provide.
The extent to which people feel safe and protected from abuse and neglect.	Staff receive training on safeguarding and whistleblowing and mandatory core subjects. Supervision is carried out with staff and observation during wor k. Individuals receiving a service are encouraged to give their o pinion and views of the support they receive. Managers are ava ilable at all times during the shift times. Routine reviews are carried out enabling the service user to dis cuss the package with the managers. Reviews are also carried out by the allocated Adult team case worker or the reviewing officer annually, when the service user and or their main carer or family member can discuss any conc erns or issues. Feedback from case workers has been very pos itive. Staff are registered with Social Care Wales as per the regulatio ns. Staff are enrolled on the QCF 2 course with Cymru Care Tr aining under Pembroke College. Any service user specific training will be provided as well as topi cs where a staff member may be interested in gaining more info rmation.

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)	15

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

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

Staff Type		
	Service Manager	
	Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Extinguisher Diabetes Awareness Safeguarding of Children Anxiety Autism-and-learning-disabilities Care planning Consent COSHH Cyber security Drug misuse Eating disorders Food hygiene Health and safety Safe administration of medication Self harm Train the trainer SOVA

Contractual Arrangements

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

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

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

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

Staff Qualifications	

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Stress Management Safe administration of medication Bullying and Harassment Oral Health duty of candour Diet Nutrition and Hydration

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

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	15
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	5
Health & Safety	13
Equality, Diversity & Human Rights	5
Manual Handling	14
Safeguarding	15
Dementia	12
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe administration of medication Infection control QCF 2 QCF 3 Oral hygiene Fire safety COSHH Communication Continence Food Hygiene any other specific service user led training

Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	13

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)	7
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	1

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	Celtic Dawn Care Home

Service Telephone Number	07914607745
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	no

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2

Fees Charged

The minimum weekly fee payable during the last financial year?	1865.12
The maximum weekly fee payable during the last financial year?	2505.57
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?	Monthly Residents meetings Q&A feedback form support Advocate meetings CIW inspection

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	large rear garden
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	All the individuals we support have a personal plan created with them. To ensure the plan is accurate and the individuals are involved in the planning process, giving their own input on what they feel they can do independently and what tasks they feel that they need support with. We feel that Celtic Care are really good at listening to the individual and ensuring they have a voice and that their views are valued. This is evident from feedback that we receive from the individuals and their family members when asked what they think of the service. To ensure that the individual is feeling that their voice is being heard and we are up to date with their involving needs and preferences we hold resident meetings every month.

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.	There have been various activities and outings arranged. The individuals we support are now attending a dance class, which they choose to go to. The feedback from this is that they enjoy It and it is a good form of exercise. One has also shown interest in joining the local knitting group so has been attending the group and has really enjoyed this and it had improved their skills. We have one resident who is now attending dementia choir and is liking the experience. We always ensure that the residents keep as much independance as possible by doing some daily living tasks to develop their skills.
The extent to which people feel safe and protected from abuse and neglect.	Our aim at Celtic Care is to promote a safe and secure environment, free from abuse and neglect, we ensure that the home understands that the rights of the people living within the home is the main priority in our philosophy of care. We promote those rights through the care and services we provide, and encourage all residents to exercise their rights to the full. We have policies and procedures in place that help people feel safe and protected from abuse and neglect. We strive towards providing the best possible care for our residents in a safe environment. Abuse can however occur within or outside the home when residents are alone or accompanied. We have trained our staff yearly on how to recognise and handle safeguarding issues. We have safeguarding referrals and support to assist staff to understand the safeguarding of vulnerable adults. Our home created a safeguarding flowchart for the staff which shows the process of identifying and reporting safeguarding issues.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We have a handyman whose main role is to ensure that the home is maintained to a high stand and is compliant with any Health and Safety Regulations. Managers and staff also have responsibilities to ensure that the home is in line with current legislation, they ensure that all fire escape routes are free from clutter and unobstructed. Fire exit signs and fire extinguishers are in clear view and all staff and people we support are informed where the fire exits are located and where the assembly point for the home is. All new staff have to take part in a full fire evacuation within their induction period so they are aware of the company health and safety protocols, there is also weekly, monthly and bi annual fire drills to ensure that the people we support and staff are aware of the escape routes and what action to take in the event of a fire or the fire alarm sounding

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

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

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

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

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	Yes

> 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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
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)	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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	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