

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:	Coed Du Hall Ltd
The provider was registered on:	09/01/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:

Llannerch Grange	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/10/2021
Responsible Individual(s)	Esther Jones
Manager(s)	Cassie Lamond
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

20 Francis Avenue	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/11/2019
Responsible Individual(s)	Esther Jones
Manager(s)	Anthony Rogers
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Swn Y Wylan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Esther Jones
Manager(s)	Linda Forbes
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ryecroft	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Esther Jones
Manager(s)	Elizabeth Roberts
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Edgeworth	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Michael Hartey
Manager(s)	Anthony Rogers
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Mees Y Vaynor	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Esther Jones
Manager(s)	Ashley Ellis
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ras Penmon Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Esther Jones
Manager(s)	Buddug Jones
Maximum number of places	24
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	Each staff member has access to their online mandatory training portal, training is role specific, and allocated and managed by the service manager. The organisation has internal trainers for practical training requirements, and each site completes a training needs analysis with the Training and Development officer, to enable them to formulate an annual training plan. Individual staff have regular supervision and appraisal where training is discussed and individual training plans are formulated.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Service managers' report on staffing vacancies in monthly clinical governance meetings Vacancies are advertised in advance of a staff member leaving. Staffing is discussed in detail at three monthly RI visits and during the pre-assessment stage for potential new residents, to ensure staffing numbers are appropriate. Exit interviews are conducted and reviewed. Staff retention is good as staff are well supported and listened to, through supervision, appraisal, staff meetings and RI visits.

Service Profile

Service Details

Name of Service	20 Francis Avenue
Service Telephone Number	01492545370

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2550.00
The maximum weekly fee payable during the last financial year?	2550.00
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?	<p>20 Francis Avenue is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open-door policy at the service and residents are able to speak with the manager at any time. - Residents are encouraged to provide feedback directly to CIW and barcodes are up.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. 20 Francis Avenue is a quality domestic, detached property providing a homely environment with spacious, private gardens. The rear area provides outdoor seating areas in a lovely landscaped garden. There are future plans to develop a Japanese garden.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Residents individual communication needs are discussed at pre-assessment and their care and treatment plan is developed around this and is resident specific.

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.

20 Francis Avenue is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held.
- Monthly residents' meetings take place and are documented.
- Annual satisfaction questionnaires are sent out to residents, all responses are analysed.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to.
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at 20 Francis Avenue that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service.

Our residents say:

'I feel comfortable approaching staff to discuss any issues within the house'.

Visiting professionals say:

'I feel that individuals feel that their voices are heard. Their care plans are done collaboratively and they have choices regarding their care and support. They are supported to follow any interests they have'.

'I am really happy with everything that has been done to support my service user XX. They are presenting more confident in the new setting and they are spoken to in their own language, Welsh speaker'.

Our staff say:

'The residents are at the core of everything we do, we ensure that their support is person centred, and that any activities are meaningful to the individuals. The residents are treated with respect and dignity and we ensure that they always have choices and their voice is heard'.

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.

At 20 Francis Avenue we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and d remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at 20 Francis Avenue
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'Staff have followed a referral from the GP to attend the local gym, and helped me achieve this'.

Visiting professionals say:

'Prior to moving on XX was demotivated and did not vocalise any vocational aspirations. Frances Avenue team have assisted XX applying for a mechanic course. The service user's family are delighted with the difference the placement has made. I have just sent another referral to the organisation...'

'Individuals are supported to maintain their ongoing health and physical wellbeing. They are encouraged to attend GP appointments and engage in activities that will support their physical health'.

Our staff say:

'We support the residents to make their own appointments and offer support when required. The residents are encouraged to engage in meaningful activities which will, and do, have a positive impact on their ongoing health and wellbeing'.

All staff here at Francis Avenue support each resident to attend any healthcare appointments on time'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at 20 Francis Avenue to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at 20 Francis Avenue - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'The staff here are very friendly, so if I was being abused or neglected, I can approach staff with any concerns'.</p> <p>Visiting professionals say:</p> <p>'The team act urgently if they suspect any abuse or neglect and will always follow the safeguarding pathway and notify the care team'.</p> <p>Our staff say:</p> <p>'All staff at 20 Francis Avenue have undergone face-to-face safeguarding training. After attending the training, I feel more confident in recognising the signs of abuse or neglect and informing management. In doing this I am aware that anything raised will be addressed'.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. 20 Francis Avenue is a quality domestic, detached house providing a homely environment with spacious, private front and rear gardens. The rear garden provides outdoor seating areas in a lovely landscaped garden.</p> <p>We ensure this continues by:</p> <ul style="list-style-type: none"> - Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager - The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately - The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme - Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process - Policies and procedures are in place to support excellent infection control practices. <p>Our residents say:</p> <p>'I like living at Francis Avenue and I have been working with staff to meet goals and targets to eventually move into my own home'.</p> <p>Visiting professionals say:</p> <p>'The team ensure individuals live in accommodation that supports their well-being. If a person decides that they want to move on, the team will support them identify appropriate alternatives'.</p> <p>What staff say:</p> <p>'The home is warm and welcoming and decorated to a high specification. Residents look after the upkeep of their rooms and the home'.</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)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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?	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
<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	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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 Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	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	6
No. of posts vacant	0
<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	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>6</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>5</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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.	Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	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	Edgeworth
Service Telephone Number	01492 545370
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2690.53
The maximum weekly fee payable during the last financial year?	2690.53
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>Edgeworth is a small, community home with a maximum of two residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open-door policy at the service and residents are able to speak with the manager at any time. - Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Edgeworth is a quality domestic, appartement providing a homely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Residents individual communication needs are discussed at pre-assessment and their care and treatment plan is developed around this and is resident specific.

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.

Edgeworth is a small, community home with a maximum of two residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to.
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at Edgeworth that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service.

Our residents say:

"If I have a problem I can speak to my team or staff. They help me".

Visiting professionals say:

'People are very happy with the care they receive and have positive relationships with the care staff who support them'.

'Care staff have good relationships with... and strive to promote independence and encourage ... to make their own choices'.

Our staff say:

'We ensure all residents are treated as an individual to accommodate their individual needs'.

<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 Edgeworth we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:</p> <ul style="list-style-type: none"> - Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Edgeworth - Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made - Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach - A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate - Staffing levels are calculated around residents chosen activities in the community to provide full flexibility - Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention. <p>Our residents say:</p> <p>"I am happy here. I have good staff".</p> <p>Visiting professionals say:</p> <p>'Care staff treat people as individuals and have a good knowledge of their needs'. 'Staffing levels at the service are good and ensure that people's needs are met without delay'.</p> <p>Our staff say:</p> <p>'All staff are positive in their approach to the resident's needs and wishes'.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at Edgeworth to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at Edgeworth - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'I don't have any problems; I listen to staff and they listen to me'.</p> <p>Visiting professionals say:</p> <p>'Edgeworth has a safeguarding policy in place and all staff attend training in the safeguarding of adults at risk of abuse as well as other courses relevant to their roles'.</p> <p>Our staff say:</p> <p>'We are quick to address any issues, management encourage staff and residents to be open'.</p>

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

Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Edgeworth is a quality domestic apartment providing a homely environment with a spacious, private landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme
- Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'Nice quiet flat, lovely neighbours, who always chat to me'.

Visiting professionals say:

'The garden is spacious, accessible and contains furniture for people to enjoy spending time outdoors as they wish'.
'Bedrooms are personal, warm and clean, and offer people an opportunity for privacy and their own personal space'.

What staff say:

'We try to make the flat, homely and comfortable'.

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

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	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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?	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
<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	1
No. of posts vacant	0
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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 Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
<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	5
No. of posts vacant	0
<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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>5</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>5</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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.	Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
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	Llannerch Grange
Service Telephone Number	01492540744
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2763.78
The maximum weekly fee payable during the last financial year?	2763.78
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>Llannerch Grange is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open-door policy at the service and residents are able to speak with the manager at any time. - Residents are encouraged to provide feedback directly to CIW and barcodes are up.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. 17 Llannerch Grange is a quality domestic, detached property providing a homely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas in a lovely landscaped garden.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Residents individual communication needs are discussed at pre-assessment and their care and treatment plan is developed around this and is resident specific.

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.

17 Llannerch Grange is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at 17 Llannerch Grange that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'My voice is heard and any concerns I have are addressed in good time'.

'I am happy with the level of care and support I receive'.

Our staff say:

'I feel the support is excellent from all levels of management and staff'.

'We put all the appropriate support in place to ensure residents become as independent as possible'.

Relatives say:

'In my opinion the team at Llannerch Grange provides excellent care & support and they are always there to listen and advise where appropriate'.

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.

At 17 Llannerch Grange we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at 17 Llannerch Grange
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents' chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'I feel supported, support for my wellbeing and mental health is good, I am happy with everything'.

Visiting professionals say:

'Staff are taking XX anxieties and behaviours in their stride, XX has been really settled overall and enjoying living at Llannerch Grange which is a credit to the team'.

'Staff have some great ideas and ultimately ensure residents have ownership over their care and support'.

Our staff say:

'Residents have excellent support in all areas. Staff have access to all the training they need and have excellent support. We are equipped to support residents with their health, development and wellbeing'.

What relatives say:

'I would say the team here goes beyond the normal in protecting the care and welfare of the individuals, they are always willing to go the extra mile'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at 17 Llannerch Grange to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at 17 Llannerch Grange - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'I know I am safe at Llannerch Grange, absolutely no worries about that'.</p> <p>Visiting professionals say:</p> <p>'XX has clearly forged positive relationships with their keyworker and other members of the team and it is working well'.</p> <p>Our staff say:</p> <p>'The residents are safe here and so are we as staff, we are all well looked after'.</p> <p>'As a staff team we know it is our duty to provide a safe and happy environment for the residents. We ensure residents feel comfortable voicing any concerns they may have so that we can support them to address them'.</p> <p>Relatives say:</p> <p>' In my opinion the team provide excellent care to keep the people safe protected, providing a safe environment'.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. 17 Llannerch Grange is a quality domestic, detached house providing a homely environment with spacious, private front and rear gardens. The rear garden provides outdoor seating areas in a lovely landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme
- Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'Llannerch Grange is the best place I have ever lived in my life'.

What staff say:

'Llannerch Grange is a place for residents to be as independent as possible. Residents thrive here and achieve individual growth'.

Visiting professionals say:

'The home is a large family house in a street of other similar houses. All bedrooms are large and have en-suite facilities and there is also a separate large family bathroom with a roll top bath. The accommodation is homely and comfortable'.

'People living here are involved in deciding on decorations such as pictures for the wall and soft furnishings'.

Relatives say:

'The accommodation is very homely providing the 24/7 support and wellbeing, giving people space when needed and close contact and support when required'.

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

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	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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?	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
<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	1
No. of posts vacant	0
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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 Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
<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	11
No. of posts vacant	0
<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	5
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>6</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>5</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>4</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>2</p>

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.	Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
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	3
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	Maes Y Vaynor
Service Telephone Number	01352758899
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2276.40
The maximum weekly fee payable during the last financial year?	2776.31
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>Maes Y Vaynor is a small, community home with a maximum of four residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents and all responses are analysed. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open door policy at the service and CIW barcodes are up to enable direct feedback to CIW.

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?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Maes Y Vaynor is a quality domestic, semi-detached house providing a homely environment with spacious, private front, rear and side gardens/patio areas. The side area provides outdoor seating areas in a lovely landscaped garden.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Residents individual communication needs are discussed at pre-assessment and their care and treatment plan is developed around this and is resident specific.

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.

Maes Y Vaynor is a small, community home with a maximum of four residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at Maes Y Vaynor that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'The staff are nice and listen to me and help me make choices'.
'Staff guide me well and help me do the things I want'.

Visiting professionals say:

'Staff work hard and are dedicated to supporting XX to the best of their ability to improve their mental health and wellbeing'.

Our staff say:

'Residents have monthly key worker meetings where they discuss all aspects of their lives'.
'The Manager has an open door policy and residents feel they can raise any issues should they arise'.

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.

At Maes Y Vaynor we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Maes Y Vaynor
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents' chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'I am happy. Staff have helped me get my skills back, such as cooking'.

'I like it here and I have come a long way since being in hospital'.

Visiting professionals say:

'The manager is structured, professional and has a very clear motivation for providing an excellent service to young adults'.

'Individuals are supported to maintain their ongoing health and physical wellbeing. They are encouraged to attend GP appointments and engage in activities that will support their physical health'.

Our staff say:

'We are providing courses so individuals understand their condition and presentation better, such as relapse prevention, advocacy and self-sabotage, this helps people prepare for a more independent future'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at Maes Y Vaynor to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at Maes Y Vaynor - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'I feel safe and I can talk to staff'.</p> <p>'I always feel safe here'.</p> <p>Visiting professionals say:</p> <p>'XX has an excellent relationship with the manager at Maes Y Vaynor which is built on trust and delivering what has been agreed'.</p> <p>'The team strongly advocate for XX and their support is invaluable'.</p> <p>Our staff say:</p> <p>'We have built strong and trusting relationships with residents'.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Maes Y Vaynor is a quality domestic, detached house providing a homely environment with a spacious, private garden. The garden provides outdoor seating area in a lovely landscaped garden.</p> <p>We ensure this continues by:</p> <ul style="list-style-type: none"> - Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager - The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately - The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme - Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process - Policies and procedures are in place to support excellent infection control practices. <p>Our residents say:</p> <p>'I love the building, it is an old type, beautiful house'.</p> <p>'The layout of the house is great, we have two lounges and I love my bedroom'.</p> <p>What staff say:</p> <p>'The environment is beautiful. The gardens are so peaceful, private and well kept'.</p> <p>Visiting professionals say:</p> <p>'The service offers an environment that supports people's wellbeing. The service is clean, tidy, and homely. People's rooms are re decorated in line with people's choices and preferences'.</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

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 1

Dementia 0

Positive Behaviour Management 1

Food Hygiene 1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - COSHH - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Fire Marshal - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - COSHH - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Fire Marshal - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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.	<p>Senior health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of senior health care support staff working a day shift at the service is 1.</p>
<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	0
<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	5
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - COSHH - Dignity in care - Equality, Diversity and Human Rights - Fire Safety - Fire Marshal - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>5</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>3</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>4</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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.	<p>Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below:</p> <p>Week 1 – Monday, Tuesday, Saturday, Sunday</p> <p>Week 2 – Wednesday, Thursday, Friday</p> <p>The average number of staff working a day shift at the service is 2 (PLUS THE MANAGER)</p> <p>The average number of staff working a night shift at the service is 1 (Waking).</p>
<div>Staff Qualifications</div>	
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	3
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	Plas Penmon Nursing Home
Service Telephone Number	01248490788
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	<p>Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.</p> <p>There are many Welsh speaking staff working at Plas Penmon, including the Manager.</p>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

The minimum weekly fee payable during the last financial year?	1211.00
The maximum weekly fee payable during the last financial year?	1211.00
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?	<p>Plas Penmon is a small care home with a maximum of 24 residents which facilitates the operation of a real time system of feedback, this enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents, and their representatives.</p> <p>There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:</p> <ul style="list-style-type: none"> - Family and resident meetings - Annual satisfaction questionnaires are sent out and responses analysed - Three monthly Responsible Individual visits take place and residents, and relatives, are informed of the visits in advance to ensure they have the opportunity to meet with the RI - There is an open-door policy at the service and residents are able to speak with the manager at any time - CIW barcodes are up in the home; residents are encouraged to provide feedback direct to CIW.

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	20
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Plas Penmon is set within 5 acres of tranquil and picturesque grounds, which extend to its own beach on the Menai Straits with spectacular views across the Straits to the Snowdonia National Park. In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. The kitchen staffed are skilled in providing specialist, modified diets where required. In addition to our in-house entertainment, our high level of staff support enables residents to have access to a community vehicle, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Residents' individual communication needs are discussed at pre assessment and their care and treatment plan is developed around this and is resident specific.

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.

Plas Penmon is a small care home with a maximum of 24 residents which facilitates the operation of a real time system of feedback, and enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent, stable and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- A thorough pre-assessment takes place so we have a good understanding of residents' individual communication needs, and who supports them with their decision making.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at Plas Penmon that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'Staff are approachable and I feel that I can ask or discuss any concerns with them'.

Relatives say:

'I would like to express my gratitude to everyone at Plas Penmon as the difference in my relative since moving there is huge. My relative is happy and settled whenever I visit'.

Our staff say:

'Person Centred care is very important and delivered to a high standard at Plas Penmon. The staff go above and beyond for our residents. Staff ensure that their individual needs are met and we also ensure that newly recruited staff are aware of person-centred care and that all training is up to date'.

<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 Plas Penmon we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:</p> <ul style="list-style-type: none"> - Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Plas Penmon - Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made - Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach - A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate - Staffing levels are calculated around residents current needs, and reviewed regularly - Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention. <p>Our residents say:</p> <p>'I am encouraged to use the electronic exercise bike daily which is very important in my care. This continues to help my legs and arms moving. The staff have also arranged for me to restart the the local gym on a weekly basis and will be picked up by Beaumaris Good Terms scheme.'</p> <p>Our staff say:</p> <p>'As a Deputy Manager it's my duty to arrange a variety of face-to-face specialist training, ensure that newly recruited staff have completed online mandatory training before they complete induction shifts and that all current staff are up to date with all mandatory training'.</p> <p>Relatives say:</p> <p>'I am very happy with how my relative was cared for at Plas Penmon, especially during the end-of-life care. My relative was nursed with dignity and respect at all times, and our family was treated the same. I can't thank you enough.'</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at Plas Penmon to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have <p>Our residents say:</p> <p>'I always feel safe and happy'.</p> <p>Our staff say:</p> <p>'I think of all our residents as extended family and always ensure that residents are protected from any harm or any abuse. I am of the procedure of reporting any concerns and the safeguarding policy.'</p> <p>Relatives say:</p> <p>'Staff are always kind, polite and empathetic. Their friendly approach is very welcoming whenever we visit and never too busy to sit and a chat with residents, families or friends.'</p>

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

Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Plas Penmon is a quality manor house, which has been renovated and developed into a care home, providing a homely, spacious environment. Plas Penmon is set within 5 acres of tranquil and picturesque grounds, which extend to its own beach on the Menai Straits with spectacular views across the Straits to the Snowdonia National Park.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately
- The purpose built kitchen, which has the highest food hygiene rating of five (very good), is fully equipped to cater for a wide range of individual needs
- Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'I enjoy staying in my room reading the paper and watching the tv. I like my own company but I also like the staff to pop in regularly, which they do'.

What staff say:

'Residents are always commenting on how lovely the environment is. Warm, clean, excellent meals and have a varied diet. Staff offer to take residents out around the grounds on a nice day where they can enjoy the fresh air and the views of the Menai Straits and the Homes grounds.'

Relatives say:

'The staff are very good and any issues they address straight away, the service is very homely'.

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) 29

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	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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
<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	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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?	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	6
No. of posts vacant	2
<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	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>3</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>3</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>3</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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.	<p>Nurses, both day and night, generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of staff working a day shift at the service is one. The average number of staff working a night shift at the service is one.</p>
Senior 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	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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.	<p>Senior Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday The average number of senior carers working a day shift at the service is one.</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	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	43
No. of posts vacant	0
<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	20
Health & Safety	43
Equality, Diversity & Human Rights	43
Infection, prevention & control	43
Manual Handling	43
Safeguarding	43
Medicine management	43
Dementia	43
Positive Behaviour Management	43
Food Hygiene	43

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>18</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>25</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>10</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>8</p>

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.	<p>Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below:</p> <p>Week 1 – Monday, Tuesday, Saturday, Sunday</p> <p>Week 2 – Wednesday, Thursday, Friday</p> <p>The average number of staff working a day shift at the service is 7.</p> <p>The average number of staff working a night shift at the service is 3.</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	13
Domestic staff	
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	0
<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	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>8</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>6</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Catering staff	
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	3
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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>2</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance - Overseeing the rolling maintenance programme at the service.
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Ryecroft
Service Telephone Number	01492540778
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1356.81
The maximum weekly fee payable during the last financial year?	2396.50
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>Ryecroft is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open-door policy at the service and residents are able to speak with the manager at any time. - Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service.
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Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Ryecroft is a quality domestic, detached property providing a homely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas in a lovely landscaped garden.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

Ryecroft is a small, community home with a maximum of five residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at Ryecroft, that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'I have a voice and choice, my care and support is good. Staff listen to me'.

'My voice is heard all of the time and I make my own choices. I enjoy the care and support given to me at Ryecroft'.

Visiting professionals say:

XX is supported by the team to voice opinions, preferences around care and support, activities they wish to engage in and things they like to do both at home and in the community. XX is having regular 1:1 sessions to discuss any worries they may have. XX reports to me to be happy and well supported and classes Ryecroft as their forever home, and the team and residents as family'.

Our staff say:

'I agree and see that residents are heard and able to have choice, and they receive good support'.

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.

At Ryecroft we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Ryecroft
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents' chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention.

Our residents say:

'I am happy with the level of support I am getting, my social life is beautifully good'.

'Staff help me with getting to appointments to keep me healthy'.

Visiting professionals say:

'The team ensure that the XX's health and wellbeing outcomes are achieved. XX is supported to access all relevant health appointments. XX has access to OTs and physio as and when needed and the team have forward planned to make sure their accommodation needs match their mobility and independent living needs'.

Our staff say:

'People's wellbeing is maintained very well because they are being supported according to their choices and values'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at Ryecroft to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at Ryecroft - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'I feel safe and protected here'.</p> <p>'I feel safe at Ryecroft and my friends are here'.</p> <p>'Staff reassure us that they are here to protect us'.</p> <p>Visiting professionals say:</p> <p>'The team are supporting using an open, preventative and person centred approach, which ensures protection from harm and abuse. The person has chosen for Ryecroft, the support team and the other residents to be their home and extended family, which shows that they feel happy and safe there.</p> <p>Our staff say:</p> <p>'We ensure all residents that they are protected'.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Ryecroft is a quality domestic, detached house providing a homely environment with spacious, private front and rear gardens. The rear garden provides outdoor seating areas in a lovely landscaped garden

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme
- Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process
- Policies and procedures are in place to support excellent infection control practices.

Our residents say:

'I am fully supported in achieving my goals, achievements and outcomes'.

'The accommodation and facilities at Ryecroft are suitable for everyone'.

Visiting professionals say:

'People live in a service which is homely and comfortable. When we met people on our arrival to the service, it felt like we were being welcomed into their home. Care staff told us what they liked about the service was the homeliness of it, the manager told us - 'We are guests in their home'.

'The team always have the person's best interest and wellbeing at mind. XX was offered a larger ground floor bedroom with access to the garden to accommodate future mobility needs. Weekly 1:1 sessions between the person and the support team are ensuring that XX can achieve desired outcomes and identify new goals. The placement is perfectly situated in the person's preferred location and the home itself is meeting all their mobility, social and belonging needs and preferences'.

What staff say:

'Personal support and outcomes is a priority and the residents enjoy achieving their desired goals'.

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

Number of posts and staff turnover

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

11

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

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

Staff Type

Service Manager

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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?	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
<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	2
No. of posts vacant	0
<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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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 Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	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	9
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	2
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>9</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>8</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>1</p>

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.	Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
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	Swn Y Wylan
Service Telephone Number	01492540469
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Language requirements and preferences are considered at pre-assessment. We make all attempts to provide a service in the preferred language of the individual; however, where there are limitations, we are clear about these at pre-assessment; this enables the individual to make an informed decision about whether the service is right for them.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1995.00
The maximum weekly fee payable during the last financial year?	2733.79
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>Swn Y Wylan is a small, community home with a maximum of six residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents</p> <p>There are further ways we ensure residents voices are heard:</p> <ul style="list-style-type: none"> - Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. - Monthly residents' meetings take place and are documented. - Annual satisfaction questionnaires are sent out to residents. - Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. - There is an open-door policy at the service and residents are able to speak with the manager at any time. - Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Swn Y Wylan is a quality domestic, detached property providing a homely environment with spacious, private front and rear gardens. The rear area provides outdoor seating areas in a lovely landscaped garden.</p> <p>In addition, all residents are encouraged to visit our group 32-acre nature reserve, Felin Y Gors, which is located within the grounds of Bodelwyddan castle. Within these grounds there are 4 lakes which provide a home for a variety of wildlife and we find visiting this site, and participating in various activities there, to be very therapeutic for our residents.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to expertise of our multidisciplinary team, including individual and group support. Residents are encouraged to take part in shopping and cooking and where appropriate we provide support with specialists' diets as required. In addition to our in-house entertainment, our high level of staff support enables residents to have daily access to our pool of company vehicles, in order to engage in a comprehensive range of community facilities.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	One resident uses a white board

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.

Swn Y Wylan is a small, community home with a maximum of six residents which facilitates the operation of a real time system of feedback, which enables us to continuously listen and respond to residents' needs all of the time. This is achieved through our consistent and dedicated team of staff who build positive and open connections with our residents.

There are further ways we ensure residents voices are heard and this includes consulting with them about the operation of this service:

- Monthly key worker meetings are held, action documents are completed to ensure anything raised is followed up. All areas of care and support are discussed in these meetings in a format the individual can understand.
- Monthly residents' meetings take place and are documented. Action plans are formulated when required.
- Annual satisfaction questionnaires are sent out to residents, staff, visiting professionals and relatives, all responses are analysed. Action plans are developed where required.
- Residents are made aware of RI visits in advance to ensure they have the opportunity to speak with the RI should they want to. Formal RI visits take place three monthly; however, the RI visits the service every two weeks to give residents the opportunity to speak with the RI should they want to
- There is an open-door policy at the service and residents are able to speak with the manager at any time, it is clear from feedback and observations at Swn Y Wylan that residents feel comfortable raising things with staff at all levels.
- Residents are encouraged to provide feedback directly to CIW and barcodes are up around the service, people know how to use them.

Our residents say:

'I am happy with everything'.

Visiting professionals say:

'People are involved in planning their personal care plans and are in charge of how their care and support is provided to achieve their outcomes'.

Our staff say:

'We have many ways in which we ensure residents voices are heard, these are both formal and informal.

What relatives say:

'My relatives voice is always heard and wishes are always taken seriously'.

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.

At Swyn Y Wylan we pride ourselves in ensuring residents remain at their optimum level of physical and mental health, and remain happy. We do this by:

- Ensuring robust pre-assessments are completed so we fully understand residents' individual needs prior to them coming to live at Swyn Y Wylan
- Staff receive mandatory and specialist training to enable them to recognise changes in people's needs early, so external referrals can be made; we have a Training and Development Officer who supports the development of staff skill and knowledge.
- Monthly reviews of care and support, involving the resident, to ensure care is provided in line with resident's current needs; any changes in need are communicated to all staff immediately to enable them to adapt their approach
- A consistent staff team who know residents well and are able to intervene early should someone's health and welfare start to deteriorate
- Staffing levels are calculated around residents' chosen activities in the community to provide full flexibility
- Access to Psychology, Psychiatry, Occupational Therapy and Nursing team within the organisation for advice and guidance, to enable early intervention

Our residents say:

'Staff support with everything, I have no problems here at all'.

Visiting professionals say:

'People are happy with the care and support they receive from competent care staff employed at the service'.

'Staff are respectful, caring and take time to get to know people and their representatives'.

Our staff say:

'We are a small team and we know the residents very well'.

What relatives say:

'My relative has not been this happy and content for many years. The staff are like family to my relative and they spend quality time together. My relative's mental health has improved massively to the extent that some treatment is now not required; I appreciate the staff'.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Robust processes are in place at Swn Y Wylan to protect people from abuse and neglect, these include:</p> <ul style="list-style-type: none"> - Safeguarding policy is regularly reviewed and is in line with current legislation and national guidance. Staff are familiar with the policy and how it underpins their individual roles - Staff attend safeguarding training annually, as a minimum - There is a rigorous selection and vetting system in place to ensure new staff have the skills, knowledge and value base to work at Swn Y Wylan - Staff are well supported and staff turnover is low, therefore staff know the residents well and have built up positive, trusting relationships with them - Ongoing quality assurance processes are in place to continuously review the standards of care and support provided including oversight from the RI during regular visits - Incidents and accidents are reviewed monthly at all levels within the organisation - An open culture is promoted throughout the service so residents and staff feel able and supported to raise any concerns they may have. <p>Our residents say:</p> <p>'I feel safe here, and staff work hard to protect me'.</p> <p>Visiting professionals say:</p> <p>'Care staff know what to look out for and how to raise concerns if they suspect someone's wellbeing is compromised'.</p> <p>'The service is responsive and care staff are trained in safeguarding'.</p> <p>Our staff say:</p> <p>'We work hard to protect residents from any harm. We report everything to the manager to ensure they are aware of everything'.</p> <p>What relatives say:</p> <p>'I know my relative feels protected and safe from abuse. There are two lounges and my relative often sits in the quieter one, which is their preference. Any incidents are dealt with promptly and sympathetically'.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Care and support are provided within an environment which promotes residents' sense of belonging and their wellbeing. Swn Y Wylan is a quality domestic, detached house providing a homely environment with spacious, private front and rear gardens. The rear garden provides outdoor seating areas in a lovely landscaped garden.

We ensure this continues by:

- Having a rolling, ongoing maintenance plan in place which is monitored by the Group Property Manager
- The organisation is supported by external health and safety advisors who complete regular inspections with any risks identified and managed appropriately
- The homely kitchen, which has the highest food hygiene rating of five (very good), is ideal for residents to engage in our 'shop, cook and serve' programme
- Residents are regularly able to discuss the environment and any changes they may want. They are able to personalise their bedrooms to suit their individual preferences, and staff support this process
- Policies and procedures are in place to support excellent infection control practices
- Swn Y Wylan has undergone a complete refurbishment in 2024 and now has its own Café area, which residents, staff, visiting professionals and relatives are very positive about.

Our residents say:

'It is so much better now after all the work, we have our own café area'.

Visiting professionals say:

'The environment has massively improved after the refurbishment, the café area is a lovely space for residents to sit with their families'.

What staff say:

'The home is beautiful and the refurbishment has lifted everyone's spirits, we are lucky to work in such a lovely environment and we appreciate it'.

What relatives say:

'Swn Y Wylan is perfect accommodation for my relative. Their bedroom is on the ground floor and they have the choice of two lounges'.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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?	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
<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	1
No. of posts vacant	0
<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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>

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 Health care support workers generally work on a two-week rolling rota, as detailed below: Week 1 – Monday, Tuesday, Saturday, Sunday Week 2 – Wednesday, Thursday, Friday
<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	14
No. of posts vacant	0
<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	4
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The following mandatory training courses are currently available and are allocated depending on department and role:</p> <ul style="list-style-type: none"> - Basic life support (Clinical and Non-Clinical) - Customer care - Dignity in care - Dysphagia - COSHH - Equality, Diversity and Human Rights - Fire Safety - Food Safety Level 2 - Health, Safety and Welfare - Infection Prevention and Control (Clinical and Non-Clinical) - Information Governance - Lone Working and Security Awareness - Medication Awareness and Management - MCA/DoLS - Mental Health, Dementia and LD - Moving and Handling (Clinical and Non-Clinical) - Positive Behavioural Support (PBS) - Risk Assessment - Safeguarding (Adults) - Safeguarding (Children) - Slips, Trips and Falls <p>The following practical training courses are currently available and allocated depending on department and role:</p> <ul style="list-style-type: none"> - Moving and handling - 'What's the message' de-escalation training - Basic Life Support - Annual Medication Competency Assessment - Dysphagia <p>The organisation employs a full time Training and Development Officer who is responsible for organising and delivering practical training. Practical training dates are provided to individual managers based on the individual needs of the service. It is the individual manager's responsibility to book staff onto the arranged practical courses. Staff are booked onto practical training, such as First Aid, Manual Handling and What's the Message (WTM), as and when required.</p> <p>'What's the Message' focuses on teaching person-centred positive behaviour support based on prevention strategies and not just de-escalation. All training sessions are bespoke to the individual services and residents within the organisation, and a training needs analysis (TNA) is completed at each site prior to the training being delivered. The organisation has invested in training staff to deliver WTM training and we continue to grow the staff team available as train the trainers (TtT). We see WTM training as a key part of our holistic approach and the external training sessions are certified by the BILD Association of Certified training (ACT), demonstrating that TtT training programmes fully comply with the Restraint Reduction Network Training Standards (RRN).</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>11</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>3</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>9</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>2</p>

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.	<p>Health care support workers, both day and night, generally work on a two-week rolling rota, as detailed below:</p> <p>Week 1 – Monday, Tuesday, Saturday, Sunday</p> <p>Week 2 – Wednesday, Thursday, Friday</p> <p>The average number of staff working a day shift at the service is three.</p> <p>The average number of staff working a night shift at the service is two.</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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