

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:	Carmarthenshire County Council Adults and Children's Services	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Garreglwyd	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	12/12/2018
	Responsible Individual(s)	
	Manager(s)	Natasha Harries
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Tir Eion	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Carol Owen
	Manager(s)	Jill Cowdry
	Maximum number of places	8
	Service Conditions	There are no conditions associated to this service
	Awel Tywi	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Heike Clarke
	Manager(s)	Steven Bird
	Maximum number of places	38
	Service Conditions	There are no conditions associated to this service
	Dol Y Felin	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke	
Manager(s)	Jason Gregory	
Maximum number of places	33	

Service Conditions	There are no conditions associated to this service
Maesllewellyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Sandra Jones
Maximum number of places	40
Service Conditions	There are no conditions associated to this service
Y Bwthyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Louise Thomas-Leitch
Maximum number of places	32
Service Conditions	There are no conditions associated to this service
Caerfaen Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Sharon Jones
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
Y Plas Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Jane Gingell
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
Blaenau Respite Childrens Centre	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	
Manager(s)	Victoria Griffiths
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Llys Caradog Childrens Centre	
Service Type	Care Home Service

Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	
Manager(s)	Tanya Breeze
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Carmarthenshire County Council In-house domiciliary care service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/09/2018
Responsible Individual(s)	Julie Duggan
Manager(s)	Gail Sinclair, Carol Ann Evans
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Llys Y Bryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Jessica Owens
Maximum number of places	45
Service Conditions	There are no conditions associated to this service

West Wales Shared Lives Scheme	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	05/07/2019
Responsible Individual(s)	Carol Owen
Manager(s)	
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff have to attend 3 x day manual handling before commencing their role, they then complete an ongoing induction, followed by regular 1-1 reviews throughout their probation period. There are 8 x mandatory e-learning modules, including Equalities, Safeguarding, Infection Control.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff grades have been increased, plus enhancements on Bank Holidays and weekends. Extensive recruitment campaigns including radio, jobs fayres, bus shelter adverts, posters, leaflets.

Service Profile

Service Details

Name of Service	Awel Tywi
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Service Telephone Number	01558 822556
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	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	70
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.60
The maximum weekly fee payable during the last financial year?	990.85
If you wish to add further detail or comment regarding the scale of charges please do so below	Minimum charge is residential maximum charge is EMI residential

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?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions information pack

Service Environment

How many bedrooms at the service are single rooms?	38
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?	4
How many communal lounges at the service?	7
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	large grounds at the home with many outdoor seating areas 2 large gardens with under cover space to be used in all weather 1 specially designed garden to support people living with dementia which is secure
Provide details of any other facilities to which the residents have access	reading/quiet room large visiting room

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>96% of people who completed a survey in Awel Tywi stated they felt their rights and choices were respected; 100 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 86% of people who completed a survey strongly agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 100% of people who live at Awel Tywi stated they felt safe.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> 96% of the people were happy with the meals. 100% of the people would recommend this care home to a family or friends. 100% of the people felt they are involved in decisions around their care and support. 91% of the people strongly agreed that where they live is clean. <p>The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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) 31

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 0

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 0

Dementia 1

Positive Behaviour Management 1

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above. compassionate management working towards ILM level 5
OPUS audit and incident management
complaints training

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 senior support worker on duty between the hours of 8am and 10pm working a range of shifts 8am-4p m/2pm-10pm or 8am-10pm and then a night officer on duty 10pm-8am
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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	35
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	35
Manual Handling	4
Safeguarding	35
Medicine management	0
Dementia	10

Positive Behaviour Management	0
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	27
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.	8am-2.30pm 7 x care staff plus one senior care 2.30pm-9/10pm 5 x care staff plus one senior care 10pm-8am 3 care staff plus one senior care
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	8
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5

Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 2 in domestic duties
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	0
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen training bread and butter training
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	7
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.	<p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p> <p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents</p>
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Service Profile

Service Details

Name of Service	Blaenau Respite Childrens Centre
Service Telephone Number	07837233885
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	We encourage the use of any other languages that are used by the children and young people accessing the service at any given time. This could be British Sign Language for example or any other forms of communication, such as sign along, Picture Exchange Communication System, objects of reference or apps on communication devices.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	15
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Fees Charged

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

Complaints

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?	Children are consulted each time they have a sleep over at Blaenau and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews. We are in close contact with parents/carers generally and more specifically after each child's stay with us - to update them. We have coffee mornings and all parents and carers are invited each time. Here we offer the opportunity to raise concerns, ask any questions and share relevant information.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The children that attend Blaenau have access to a secure outside play area, situated to the back of the building - this can be accessed from inside the building via the back door, leading from the hallway or patio doors from the living room. The play area can also be accessed from outside via a side gate which has a keypad lock. The play area has specialist flooring and play equipment that is accessible to all children. Equipment includes; a wheelchair swing, a nest swing, rocking donkey, small standing roundabout, chimes, talking flowers and a bespoke climbing frame. At the bottom of the garden willow trees have been planted to create tunnels. The garden is colourful with four large murals of a landscape in all seasons. This play area is also used for messy play. Within the outside grounds there is communal sensory room area under development. Blaenau is situated in a rural village, the Children also have access to local country gardens, parks and estates and beaches.
Provide details of any other facilities to which the residents have access	Blaenau is situated in the village of Blaenau approximately 3 miles from the towns of Ammanford and Cross Hands in different directions and a short drive from the larger towns of Llanelli and Carmarthen, also a short drive from neighbouring authority - Swansea. A vast range of community facilities and activities are available to our children. Large retail outlets, cafes, restaurants, gyms, community halls, bowling, trampoline parks, climbing walls, parks, beaches, cinemas, Police and Fire Stations and schools.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people attending the service are listened to and given choices during their stays. They are supported to undertake a range of activities and the home receives lots of positive feedback for the time taken to consider young people's input into making decisions and choices. Personal plans are developed alongside young people and the adults who support and know them best. For young people who need support to communicate, their preferred communication aides are utilised to ensure that their thoughts are known.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children and young people who attend the home do so for short breaks and overwhelming feedback is that they love their stays at Blaenau. The staff prepare for each individual visit, taking into account specific needs, likes and dislikes. Staff receive specific ongoing training to ensure that they are able to manage any health related needs, as well as understand specific needs of the children and young people. Young people's plans are detailed and include specific information to ensure a consistent, happy stay at the home. The home works closely with the children's schools to ensure consistent support plans. The home has been flexible and sensitive in supporting and facilitating the care and support requirements of young people who struggle with staying for a full overnight and have gently supported visits, enabling overnight stays at the time that was right for the young person involved. The home has held coffee mornings and group events throughout the year, in order to gather feedback face to face. The attendance at these events can vary and the reintroduction of questionnaires to all service users that was implemented, has continued to be dispersed and collected, which reinforces the ongoing positive feedback of the offer of service to the families accessing short breaks at Blaenau.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home benefits from a small, experienced team, supported by a group of longstanding casual staff, also recently recruited staff that have undergone a rigorous, corporate and service specific Induction, to ensure that safe, trained staff cover is provided by staff who know the home and the young people well. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home developed an audit processes that will continue to be used for health and safety as well as administering medication checking system, which further safeguards individuals who use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly. The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed. Personal multi disciplinary team and focus groups are held if a young person's outcome is more complex. The property has been well planned and laid out and maintained, giving young people safe, spacious and familiar surroundings.</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) 17

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 5

Equality, Diversity & Human Rights 0

Infection, prevention & control 0

Manual Handling 1

Safeguarding 0

Medicine management 0

Dementia 0

Positive Behaviour Management 1

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Compassionate Leadership
Fire Safety Awareness
Passenger Assist
DBS for Managers
PDA

Contractual Arrangements

No. of permanent staff 9

No. of Fixed term contracted staff 4

No. of volunteers 0

No. of Agency/Bank staff 0

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

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

No. of full-time staff (35 hours or more per week) 2

No. of part-time staff (17-34 hours per week) 7

No. of part-time staff (16 hours or under per week)	4
<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	1
<div>Deputy service manager</div>	
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Passenger Assist Trauma Informed Practice Fire Safety Awareness Atmospherics
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive Communication Training Moving & Handling Fire Safety Awareness Training Team Teach Passenger Assistant Training
Contractual Arrangements	
No. of permanent staff	2

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Residential Childcare Officers (RCCOs) have a supervisory role at Blaenau Children's Centre. Currently one of the officers is acting submissively as a senior officer until his permanent appointment, therefore, one of the 4 officers has a contract of 34 hours a week and the other 3 officers are contracted to 28 hours per week. Each officer has a rollover rota of 10 weeks, so shifts can be worked in advance and out-of-work planning. Each officer works 5 and a half weeks finishing out of 10 and has 4 and a half weekends off out of 10. All officers are required to 'sleep in' and there is currently a pattern for each officer of 15 per 10 week rolling period. When a shift officer has a 'sleep-in,' they usually start at 2.30/3pm, working until 11pm. They retire to a dedicated sleep in the room but are aware that they are on call should they be needed. A member of the night staff is awake in the building while they sleep. Officers' shift starts at 7am the next morning and depending on rota pattern, they can finish anytime between 11am and 2pm the next day. However, during school holidays, officers are expected to wait until 3pm the following day after they sleep in, as the centre supports children 24/7 when schools are closed. During weekends and holiday periods the children arrive with us at 3pm and are released the following day at 2pm. The officer who sleeps in on any given day will lead that shift and will be supported by other officers or Residential Day Care Workers or Casual staff, depending on the need for insurance at the time. On each shift, there are at least 2 members of staff, 1 as the shift leader. We aim to have 3 members of staff on each shift and this is what our current 10 week rota covers us for. However, there are occasions due to annual leave, sick leave or training, we may have to reduce staff if we can't find insurance – otherwise we can increase staff on shifts where the need has been identified for a child or mix of children. We have the flexibility to do this.</p>
Staff Qualifications	
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training Passenger Assistant Training Whistleblowing Allergens Positive Communication Autism Awareness First Aid Understanding Children's Emotions. Encouraging Positive Behaviour. Adverse Childhood Experiences. Autism and ADHD in girls. On Boarding for new starter - access to core e-learning modules
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3
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.	At Blaenau Children's Centre we have Residential Child Care Workers, who mainly work day shifts and Residential Child Care Worker Nights. All staff that are day care workers, all have a contract of 20 hours over a 4 day week and are part of a larger establishment rota that is rolling over a 10 week period. All day care workers work 5 and a half weekends out of 10 and have 4 and a half weekends off out of 10. We have 3 dedicated night workers who have a contract of 23.33 hours per week and work 70 hours over 3 weeks (or 140 hours over 6 weeks). This translates currently to 2 shifts on and 4 shifts off on a rolling basis. Our day care workers work short morning shifts, 7am to 10 am or 11am and longer afternoon shifts usually from 2.30pm or 3pm to 9pm. Our day care workers support officers on shift. During weekends and holiday periods their short mornings extend to 3pm in order to fully support the service. Our establishment rota is based on covering 3 staff per shift - however this may change due to vacant posts, annual leave, sick leave and training. Where we need to we can run as a minimum of 2 staff per shift - alternatively, we can also increase staff based on identified need of an individual child or mix of children. Our night staff commence their shift at 9pm and are awake and finish shift the following morning at 7am. They lone work through the night (from 11pm) , aware that they have an officer (sleep in) to call on if needed. Also when and where needed we may increase working night members of staff to 2 to be awake during the night dependent on the needs of individuals being cared and supported.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Caemaen Residential Care Home
Service Telephone Number	01554 771835
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	N/A

Service Provision

People Supported

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

55

Fees Charged

The minimum weekly fee payable during the last financial year?

840.60

The maximum weekly fee payable during the last financial year?

840.60

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?

n/a

Service Environment

How many bedrooms at the service are single rooms?

30

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?

4

How many communal lounges at the service?

5

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

Covered seating area at the front of the home. Raised beds and planters make the area more attractive.
All external areas of the Home are designed for wheelchair access.
Car Parking facilities are available at the front of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
The home is a short distance from the local park and town centre.

Provide details of any other facilities to which the residents have access

The home has access to a Hairdresser and Chiropodist service.
External Clothing companies also visit during the year.
The home has a small lounge for privacy along with a library.

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	white boards

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.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the person's strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>100% of people who completed a survey in Caemaen strongly agree or agree that they felt their rights and choices were respected; 83 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 83% of people who completed a survey strongly agreed or agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 96% of people who live at Caemaen stated they felt safe</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> 83% of the people were happy with the meals. 74% of the people would recommend this care home to a family or friends. 70% of the people felt they are involved in decisions around their care and support. 96% of the people strongly agreed that where they live is clean. <p>The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</p>

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 0

Safeguarding 1

Medicine management 1

Dementia 0

Positive Behaviour Management 0

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Time Management
Sickness absence
Stress Management
Digital Systems
Complaints
Team building
medication Audit
Nutritional and Hydration Pilot
Autism Awareness

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

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

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	1
Safeguarding	6
Medicine management	6
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team building Time management digital systems
Contractual Arrangements	

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	9
Equality, Diversity & Human Rights	11
Infection, prevention & control	10
Manual Handling	8
Safeguarding	31

Medicine management	5
Dementia	2
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	TEAM BUILDING NUTRITIONAL HYDRATION PILOT
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8AM-230 4 STAFF 230_9PM 3 STAFF 2:30-10pm 1 STAFF 9PM TO 8AM 2 STAFF
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	3

Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	6
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	allergen nutritional hydration pilot
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	7
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.	<p>maintenance technician - to co-ordinate/carry out repairs, maintenance improvement works and health and safety inspections in keeping people safe in a well maintained environment</p> <p>administrative Assistant-- to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families of our residents</p>
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Welsh
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
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	Carmarthenshire County Council In-house domiciliary care service
Service Telephone Number	01267242472
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	910
--	-----

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	100
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>People who use the service were surveyed twice the last year. These were a mix of telephone surveys, and paper feedback forms. Those that have used the Reablement short term service are provided with a satisfaction questionnaire on completion of the service. The Homecare service is also provided in two Extra Care Schemes and the Homecare Manager and RI will attend regular coffee mornings held for the tenants in each of the schemes.</p> <p>The RI undertakes regular home visits to a sample number of people who use the service, and their families where possible. The RI visits are an opportunity to learn from the people who use the service, and understand what we can do better.</p> <p>The information gleaned from the surveys, RI home visits, and coffee mornings, informs our forward work and training programmes, and highlights areas of good practice that we can continue to build on.</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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. 96% of people who use the service stated they knew who to contact if they needed to discuss anything about their care, and 97% felt that communication with the service was either excellent or good. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the person's strengths, their daily routine, and aspirations. A recent satisfaction survey (April 2024) revealed that 97% of respondents felt they had the opportunity to express their views, choices and preferences on how their care is received, that staff responded to their changing needs, and 100% felt that they were treated with respect.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals, and are responsive to the changing needs of people who use the service. The integrated Home First care team respond to people at point of crisis to support them for a short period at home. This integrated team works alongside the Intermediate care GP's Advanced Nurse Practitioners, and Therapists to support the person at home and to avoid an unnecessary admission to hospital.</p> <p>People who use the service hold it in high regard, and speak positively about the carers, and the support they receive. 96% of people who use the service rate it as either excellent and 97% rated the professionalism of the Homecare Workers as excellent.</p> <p>Carmarthenshire has a high percentage of Welsh speakers in its population. The ability to receive care and support through the medium of the Welsh language is a fundamental component of one's overall sense of wellbeing. For these people who use the service, 79% of people surveyed stated they often had the opportunity to converse in Welsh with their carers.</p> <p>A recent survey showed that 100% of respondents believed that the care they received was personal to their needs, and that the carers were interested in their lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</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) 252

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		
	<table> <tr> <td data-bbox="413 1767 927 1825">Does your service structure include roles of this type?</td><td data-bbox="933 1767 1437 1825">Yes</td></tr> </table>	Does your service structure include roles of this type?	Yes
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>		
	<table> <tr> <td data-bbox="413 2049 927 2085">No. of staff in post</td><td data-bbox="933 2049 1437 2085">3</td></tr> </table>	No. of staff in post	3
No. of staff in post	3		
	<table> <tr> <td data-bbox="413 2103 927 2139">No. of posts vacant</td><td data-bbox="933 2103 1437 2139">0</td></tr> </table>	No. of posts vacant	0
No. of posts vacant	0		

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
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
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Other supervisory staff

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

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	24
No. of posts vacant	0

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

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

Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	22
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	24
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	24
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	296
No. of posts vacant	35

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	43
Health & Safety	75
Equality, Diversity & Human Rights	18
Manual Handling	136
Safeguarding	314
Dementia	193
Positive Behaviour Management	19
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ALL WALES MEDICATION MANAGEMENT POLICY FOR DOMICILIARY CARE. carer awareness infection prevention & control behavioural standards mental health first aid
Contractual Arrangements	
No. of permanent staff	274
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	22
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	257
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	281
No. of staff working towards the required/recommended qualification	15
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.	SERVICE SUPPORT OFFICER SERVICE SUPPORT ASSISTANTS
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0

Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Dol Y Felin
Service Telephone Number	01994 230039
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	72
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.65
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The maximum weekly fee payable during the last financial year?	999.85
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?	Statement of purpose and Service Users guides were given to all new residents, also contracts signed with details of the complaints procedures, advocacy and where to go for further support if needed.

Service Environment

How many bedrooms at the service are single rooms?	33
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?	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	Residents from both the residential side of the building and Bloda u Taf (for our residents that have Dementia), are able to access a large garden and outdoor seating. there's also a patio section that has a canopy.
Provide details of any other facilities to which the residents have access	Residents have easy access to the village and are often escorted by staff into St Clears, either to go shopping, have a meal/drink in the pub, or to access the various coffee shops.

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.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>95% of people who completed a survey in Dolyfelin stated they felt their rights and choices were respected; 86 % knew who to contact if they needed to discuss anything about their care. 95 % of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 63% of people who completed a survey agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 95% of people who live at Dolyfelin stated they felt safe.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <p>80% of the people were happy with the meals.</p> <p>95% of the people would recommend this care home to a family or friends.</p> <p>90% of the people felt they are involved in decisions around their care and support.</p> <p>76% of the people strongly agreed that where they live is clean.</p>

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

Number of posts and staff turnover

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

7

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

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

Staff Type

Service Manager

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

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

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	2
Safeguarding	4
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life care Oral Hygiene Diabetes and blood glucose monitoring Welsh language awareness Whistleblowing Data protection
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Am Shifts 8-4/8-3.30 Pm Shifts 2-10 Night Senior 22:00-08:00 1 x senior/night officer on average per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	23
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	0
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	8
Safeguarding	18
Medicine management	8
Dementia	9
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life care Oral Hygiene Diabetes and blood glucose monitoring Welsh language awareness Whistleblowing Data protection
Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	5
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.	<p>Shift patterns range from long days 08:00-22:00, al so am shift 08:00-14:30, pm shift 14:30-22:00, Nigh ts 22:00-08:00</p> <p>Average staffing per shift -</p> <p>Days 6am/6pm Nights 3</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
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
<div>Catering staff</div>	
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	0
Health & Safety	0
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div>Contractual Arrangements</div>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
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.	1 x volunteer 2 x care academi students (apprenticeship)
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Welsh language awareness Whistleblowing Data protection
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	3
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	2

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Service Profile

Service Details

Name of Service	Garreglwyd
Service Telephone Number	07837233885
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	We will endeavour to use any language requested by care stakeholders, professionals by resourcing translators if necessary

Service Provision

People Supported

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

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

Complaints

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?	The Responsive Individual conducts telephone calls to parents to gather their opinion on the delivery of the service. Parents are invited to attend Multi Disciplinary team meetings and LAC reviews where they are asked their opinions on the service. The home contact parents daily to inform them of each young person's day and young people are encouraged to ring parents daily.

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?	0
How many bathrooms have assisted bathing facilities?	4

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	Garreglwyd has a large outdoor park area to the side of the main building which has been upgraded last year to offer a more natural and secluded space where the young people can socialise together or enjoy their own company. There is also a safe outdoor decked area at the front of Garreglwyd, a sensory garden to the rear and grassed area to the front of the building which by now has been developed into a green space, hosting florals in the garden. A place to relax and enjoy the outdoor space.
Provide details of any other facilities to which the residents have access	There is a sensory room that the young people can access when required. The young people can also access the outdoor community facilities with support that is based on the site of the home. A sports hall that boasts outdoor space.

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	Signalong, Delivery Communication, Intensive Interaction, Reference Objects, Individual Signals (personalized) are used.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The young people are encouraged to voice their choices on their care and support and their keyworkers consult with them in their preferred method of communication about their needs, likes and preferences. Each of the young people have their own advocate to consult with to ensure their voices are heard. Communication is good and parents and family members are included in all aspects of young people's lives. Staff evidently offer choice to the young people throughout their day and they are encouraged and supported to try a range of opportunities.
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.	The home has detailed personal plans which ensure that care is holistic and inclusive. The young people are supported to access various activities of their choice. Young people have a detailed visual weekly planner that helps them to follow their schedules. Young people are encouraged to attend all appointments needed for their health and wellbeing and these are managed carefully and sensitively with the least amount of difficulties. The home supports children's education placements when needed to maintain attendance.
The extent to which people feel safe and protected from abuse and neglect.	The home benefits from an experienced team who know the children well. They are supported by a group of longstanding casual staff to ensure that cover is provided by staff who know the home and the young people well. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home has developed the audit processes for health and safety as well as medication checks, which further safeguards individuals who use the service. There are processes in place to raise any safeguarding issues and manage them appropriately.

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

The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly. The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed. Individual multi disciplinary team and focus groups are held regularly to ensure that support is appropriate and focussed on best outcomes. The property is well set out and maintained, giving young people safe, spacious and familiar surroundings. The team ensure that young people have the same opportunities as their peers. Although the children/ young people's needs are complex, there is strong belief that with the right support and strategies leisure pursuits can be as meaningful as possible and will allow them to increasingly develop in the areas of social and life skills. If any young person develops a special interest or skill, it is encouraged and facilitated wherever possible. Feedback from families is overwhelmingly positive with a parent commenting that their child is 'Living their best life' at the home.

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)	33
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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	0
	Infection, prevention & control	1
	Manual Handling	1

Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cam-drin domestig, trais yn erbyn menywod a thraï s rhywiol. BUSS PREVENT Team Teach
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1

Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CCPLD Level 4 Preparing for Leadership & Management Epilepsy
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	5
No. of posts vacant	3

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

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

Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	4
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing Mental Health in the workplace Understanding Autism Positive Behaviour Support Data Protection Food Allergens Epilepsy awareness Fire Safety Equalities and human rights awareness Behavioural standards in the workplace Violence against women, sexual abuse and domestic violence Promoting welsh language Pathological demand avoidance

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff work generally a 15 hour day 7am until 10pm on a one day on, 2 days off basis. With the 4 children in place there were at least 6 staff per shift. Officers lead their childcare worker colleagues and so at least 2 officers work each shift.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	18
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	18
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Behavioural standards in the workplace Violence against women, sexual abuse and domestic violence Promoting welsh language Pathological demand avoidance Fire Safety Awareness Epilepsy awareness Food Allergens Data protection Whistleblowing Mental Health in the workplace
<p>Contractual Arrangements</p>	
No. of permanent staff	13
No. of Fixed term contracted staff	5
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day staff work a mix of 15 hour shifts of 7am until 1 0pm and shorter shifts of either morning or afternoon. Night staff cover between 9pm and 7am. A full shift typically has 6 staff on at any day time and at night 2 waking nights alongside 2 sleep in staff.
<div>Staff Qualifications</div>	
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	12
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	Llys Caradog Childrens Centre
Service Telephone Number	07837233885
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Welsh, English, We will endeavour to use any language requested by the care of professionals through translators' resources if necessary.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	21
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

If you wish to add further detail or comment regarding the scale of charges please do so below

Complaints

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?	Children are consulted each time they have a sleep over and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews. We are in close contact with parents/carers generally and more specifically after each child's stay with us - to update them. We have coffee mornings to which all parents and carers are invited. A children's panel is continuing to be developed.

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?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	2 gardens - one main garden and one sensory garden. The young people also have access to the school's outdoor areas, to include their yard.
Provide details of any other facilities to which the residents have access	A vast range of community facilities and activities are available to our children. Large retail outlets, cafes, restaurants, gyms, community halls, bowling, trampoline parks, climbing walls, parks, beaches, cinemas, Police and Fire Stations and schools.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

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.	Children are consulted each time they stay or visit the home and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews. The home is in close contact with parents/carers generally and more specifically after each child's stay to update them. Coffee mornings are held to which all parents and carers are invited and feedback questionnaires are sent out to families and staff to allow them the opportunity to feedback on the offer of service that their family have received.
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.	. The children and young people who attend the home do so for short breaks and overwhelming feedback is that they love their stays at Llys. The staff prepare for each individual visit, taking into account specific needs and likes and dislikes. Staff receive training to ensure that they are able to manage any health related needs, as well as understand specific needs of the children. Young peoples plans are detailed and include specific information to ensure a consistent, happy stay at the home. The home works closely with the children's schools to ensure consistent support plans. The home has held coffee mornings and group events throughout the year, in order to gather feedback face to face. The attendance at these events can vary and so the reintroduction of questionnaires to all service users has been implemented.
The extent to which people feel safe and protected from abuse and neglect.	The home benefits from a well established, experienced team, supported by a group of longstanding casual staff to ensure that cover is provided by staff who know the home and the young people well. The home has greatly reduced any use of agency that was necessary during the pandemic. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home has developed the audit processes for health and safety as well as medication checks, which further safeguards individuals who use the service.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly. The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed. Individual multi disciplinary team and focus groups are held if a personal outcome is more complex. The property is well set out and maintained, giving young people safe, spacious and familiar surroundings and young people are encouraged and supported to follow a wide range of activities.

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) 18

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p> Alergens and food intolerances Gender awareness PACE Positive relationships Code of professional practice Premises responsible person Autism PDA and adolescence Safeguard framework Understanding sexual harassment Child to parent abuse Value based recruitment </p>

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Allergens and food intolerances</p> <p>PACE</p> <p>Premises responsible person</p> <p>Fire Warden</p> <p>Autism</p> <p>PDA and adolescence</p> <p>Transgender awareness</p> <p>Behavioural standards in the workplace</p> <p>Managing stress and mental health</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection Team Teach PACE Trauma Informed Practice Driver Awareness Introduction to liberty safeguard Supporting deaf young people
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	5
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.	The number of staff on shift varies depending upon the number of children staying and their individual needs. Staff work a mix of morning and afternoon shifts to enable additional tasks to be completed as well as the direct care of the children.
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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	2
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	3
Safeguarding	17
Medicine management	11
Dementia	0
Positive Behaviour Management	8
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Allergies and intolerances Epilepsy
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	11
<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.	Day staff work a mixture of morning and afternoon shifts between the hours of 7am and 10pm Night staff work wakeful nights alongside sleep in staff.
<div>Staff Qualifications</div>	
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	6
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	Llys Y Bryn
Service Telephone Number	01554 758132
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	140
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.60
The maximum weekly fee payable during the last financial year?	840.60
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	1
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletters Care and Support Plans Service User Guide Information Packs in bedrooms Quality Assurance Questionnaires Resident Meetings Social Work Reviews RI visits/ reports One to one discussions

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	27
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	All external areas of the Home are designed for wheelchair access. There are two main gardens, both are landscaped with lawns, raised plant beds and seating areas. The front garden also has an attractive water feature. Car Parking facilities are available at the front and rear of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
Provide details of any other facilities to which the residents have access	Coffee Shop Y Siop Fach small convenience shop Reablement Kitchen Reminiscence Lounge

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>88% of people who completed a survey in Llys y Bryn agree or strongly agree that they felt their rights and choices were respected; 84 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 80% of people who completed a survey strongly agreed or agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 100% of people who live at Llys y Bryn stated they felt safe</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> 84% of the people were happy with the meals. 84% of the people would recommend this care home to a family or friends. 84% of the people felt they are involved in decisions around their care and support. 100% of the people strongly agreed that where they live is clean. <p>The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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) 49.42

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 2

Equality, Diversity & Human Rights 1

Infection, prevention & control 0

Manual Handling 1

Safeguarding 1

Medicine management 2

Dementia 0

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Compassionate leadership
ILM level 4
Complaints training
Wellbeing Training
Conversations for Growth
Bread and butter training

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing Welcome to Welsh DBS training Bread and Butter Well-being sensory training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	1
Infection, prevention & control	6
Manual Handling	2
Safeguarding	6
Medicine management	10
Dementia	3
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene Catheter Care
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	20
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	20
Manual Handling	2
Safeguarding	18
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Awareness Catheter Care Oral Hygiene
Contractual Arrangements	
No. of permanent staff	19

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	18
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.	Day shift times are between 7am and 9pm, working two days with 4 days off. Night shift times are between 9pm and 7am. The average staff on each shift is 9 during the day and 5 during the night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	27
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	22
Equality, Diversity & Human Rights	3
Infection, prevention & control	10
Manual Handling	8
Safeguarding	20
Medicine management	2
Dementia	4
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Customer Care Training Nutrition and Hydration Dementia Care Coaching Behavioural Standards

Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	9
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift times are between 7am and 9pm, working two days with 4 days off. Night shift times are between 9pm and 7am. The average staff on each shift is 9 during the day and 5 during the night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bread and Butter training
Contractual Arrangements	

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	1
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 Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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	Maesllewellyn
Service Telephone Number	01239711990
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	74
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.65
The maximum weekly fee payable during the last financial year?	999.85
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
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Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible individual Visits. ,Residents quality assurance questionnaires Residents Meeting Newsletter Social worker reviews, Care Plan Reviews, 1 to 1 meetings information pack

Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	40
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	The main driveway of the Home is surrounded by mature lawn areas, trees, shrubs and border plants. To the rear of the home there is extensive lawn areas with a large patio. Cilgwyn Unit has its own enclosed garden with raised flower beds and attractive features offering a safe outside space for those with a Dementia. All areas have even surfaced pathways and are easily accessible on foot or by wheelchair users. Adequate seating also available. Car Parking facilities are available at the front and rear of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
Provide details of any other facilities to which the residents have access	Maesllewelyn has several lounge areas and quiet seating areas situated throughout the Home. Furniture layout is designed to support engagement and interaction between Residents. Many of the facilities lend themselves for multi-purpose use without disrupting Residents i.e. entertaining, arts and crafts, music, residents meetings etc. Ground Floor: The main foyer is a central hub where Residents can sit and observe comings and goings of the day. The Sun/Garden Room is a light conservatory area with comfortable seating that leads out onto a patio and garden area popular with Residents and visitors. Within Cawdor and Cilgwyn Units there are Lounge/Dining areas. Decoration and furnishings providing attractive and comfortable areas to relax in. First Floor: Teifi Unit- accommodates a large lounge overlooking the driveway, lawn area at the front of the Home with the facilities and furnishings in Dwyllan Unit

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.	People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker. 96% of people who completed a survey in Maesllewelyn stated they felt their rights and choices were respected; 100 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.
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.	Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 100% of people who completed a survey strongly agreed that they were supported to meet their social needs. The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.
The extent to which people feel safe and protected from abuse and neglect.	People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 100% of people who live at Maesllewelyn stated they felt safe.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible. The latest Quality Assurance survey showed the following results: - 100% of the people were happy with the meals. 100% of the people would recommend this care home to a family or friends. 91% of the people felt they are involved in decisions around their care and support. 100% of the people strongly agreed that where they live is clean. The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.

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)	44
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	2
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire drill, Infection control, Stroke training, CM digital training ,
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
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	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding, oral health , Medication briefings, Digital CM systems training
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	8
Equality, Diversity & Human Rights	2
Infection, prevention & control	8
Manual Handling	0
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral health, Digital system training , Fire drill
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	8
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.	8am -2.30pm x 7 2.30pm.10.00 x 6 10.00pm-08.00am x 3
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
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	23
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
Induction	0
Health & Safety	23
Equality, Diversity & Human Rights	1
Infection, prevention & control	23
Manual Handling	0
Safeguarding	23
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CM systems digital, oral health , safeguarding, fire drills
<div>Contractual Arrangements</div>	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	23
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.	8.00am-2.30pm x 6 staff 2.30pm-9.00/10.00pm x 6 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	domestic commence NVQ level 2
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	3
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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 staff working towards QCF level 2 in catering
<div>Contractual Arrangements</div>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<div>Staff Qualifications</div>	

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	2
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.	<p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents.</p> <p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p>
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ladder training, CM Digital,
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2

No. of staff working toward required/recommended qualification	0
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Service Profile

Service Details

Name of Service	Tir Einon
Service Telephone Number	01554 742555
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	49
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Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	100.00
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>Manager's within community service provision designed a joint survey which was sent to individuals and families to complete if they receive support in one or multiple services. Coffee morning's were held during the year for parents/carers to meet up with manager and RI in attendance.</p> <p>Some carers agreed to form a steering group to support Tir Einon and to do some fundraising. Manager is working with the interested parents/carers to get them more involved and it is expected that this group will develop further. Care records are detailed and person centred along with risk assessments which are reviewed regularly in preparation for each respite visit. People and their representatives are actively involved in the planning and reviewing of their care.</p>

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Large garden with pond, raised beds ,sheltered area, games available and plenty of seating. The garden is accessed via patio doors off each lounge and is visible from inside the lounge . A separate garden is available for people who require space for themselves , this has a sheltered area and is enclosed .
Provide details of any other facilities to which the residents have access	Specialist equipment is available to provide an immersing sensory environment to meet the needs of people who have sensory requirements. An accessible minibus is available to ensure people are able to access community facilities during their stay

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	Signalong, Total communication , Intensive interaction , Objectives of reference, Individual Personalised signs

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Each person has a person-centred service delivery plan which is developed with the person, their relative and any professional s involved in their support. Tir Einon has restructured the way i n which they review service delivery plans using a 'team key wo rking' system, which is working well therefore, we will continue w ith the system and regularly audit to ensure families, carers and support staff feel it captures the necessary changes in a timely manner.</p> <p>The number of reviews and file audits are recorded onto a boo king calculation sheet, so we know on a weekly basis who has b een reviewed and who is due to receive respite at Tir Einon. W hen we notice changes, even slight changes or new interests, s taff discuss in their 'De Brief' sessions and the plan will be upda ted by the Senior Worker. This ensures individuals voices are h eard and the information is cascaded via their plans to the staff team.</p> <p>Tir Einon has been involved in designing a joint survey with oth er community service managers which was sent to individuals a nd families to complete if they receive support in one or multiple services, we are awaiting response from these surveys.</p> <p>The Registered Manager has held meetings and set up a steeri ng group for families/carers and stakeholders to have a say in what improvements they feel is needed at Tir Einon. There has been interest in painting and clearing up the garden and settin g up fund raising opportunities to purchase items for the garde n. Further dates will be circulated to arrange 'focus groups to di scuss refurbishment of external garden.</p> <p>A seven-week rolling menu is available in picture format. The c ooks are encouraged to attend the daily staff handover to discu ss requirements or any changes which staff have noticed in pe ople's dietary requirements.</p> <p>Tir Einon have developed a 'skill matching chart' working towar ds planned activities in advance ensuring a match of staff and c lient activity interests to ensure a pleasurable experience for all .</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>A comprehensive assessment of an individual's needs is undert aken prior to admission. This includes detailed information abo ut the individual's health needs. Where other professionals are involved, information will also be gathered from them and this m a y include bespoke training to meet an individual's needs, eg, PEG feeding, Moving and Handling, Suction, Feeding and Swal lowing assessments etc. This is under continual review and app ropriate professional advice is sought when needed.</p> <p>A comprehensive record of health professionals' visits, emails a nd phone calls is kept in each person's file. Any issues or conc erns are discussed at the staff handover for the individuals curr ently staying in Tir Einon.</p> <p>Due to the nature of the service staff may need to accompany i ndividuals to medical appointments and relay any information to parents/carers and relevant professionals.</p> <p>Hospital passports or hospital information forms are available in individuals' files should they need to attend hospital.</p> <p>Staff have good relationships with local GP surgery and if anyo ne is admitted as an emergency they will be registered with the local surgery.</p> <p>Staff receive training in relation to Moving and Handling, Epilep y, Administration of medication, Gold and Silver level for PEG fe eding. Bespoke training is provided for individuals who have a additional specialist needs, eg, Suction.</p> <p>Some people have been attending the service for a number of years and staff have got to know people very well. They are abl e to identify non-verbal cues in relation to people's health need s and will contact relevant professionals if they feel that somethi ng is wrong.</p> <p>The staff team have supported new providers to understand in dividuals needs and have been able to provide a vast amount o f information to ensure the success of a new permanent placem ent.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff are trained in Safeguarding and will follow up any concerns raised. Any issues raised are reported using the appropriate electronic system.</p> <p>Medication audits, kitchen audits, infection control audits and fire audits are undertaken by Senior Staff on a regular basis. Problems identified are resolved by appropriate actions which may include contacting the building repair system or by taking other relevant action.</p> <p>Staff are aware of the current policy in relation to reducing restrictive practices and there is further work being undertaken through the de-brief system that is in place following staff handover.</p> <p>There is evidence of wear and tear on the fabric of the building but this is being addressed as part of a wider organisational policy to decarbonise buildings. However, within the service any necessary equipment is serviced regularly and actions taken to remedy any problems. Health and Safety representatives are aware of the current concerns and have confirmed that there are no health and safety risks at this point in time.</p> <p>Staff are now registered with Social Care Wales and are aware of their development requirements to ensure that they remain eligible to re-register. All staff are aware of the Code of Conduct, and this has been discussed during de-briefs. Some staff have been very engaged with this and this has provoked much discussion.</p> <p>All staff are DBS checked prior to commencement and this is renewed every 3 years unless they are on the update service.</p> <p>Meeting is held with representation from the Social Care Teams and Health managers to discuss priorities in relation to respite for individuals and families who may be struggling to cope. This discussion has helped to facilitate emergency respite for people who have the greatest need as well as ensuring that people who have previously not used the service are introduced in a timely manner.</p> <p>parents/carers and professionals are welcomed at any time.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Tir Einon is a respite service for people who have complex needs and who may display behaviours that challenge. The whole building is level access, and all rooms are fully accessible, as is the garden.</p> <p>As a respite service the main aim is to provide the opportunity for unpaid carers to have a break from their caring responsibilities. However, within this the service attempts to meet the needs and wishes of the individuals who attend by ensuring that staff have sufficient information and training to provide good quality care and support to all of the people who attend. This means that staff have to know a large number of people and may need to change their support and communication throughout their shift. Due to the demands of the unpaid carers, it may not always be possible for people to attend the service with people who have similar interests but where possible this is done. Activities are planned to accommodate people's individual needs and the staffing levels are sometimes required to be adjusted to accommodate this.</p> <p>Although rooms are not individualised the service delivery plan outlines what the individual will need, and some people have an environmental preparation checklist that is needed to be completed prior to their admission.</p> <p>Staff have identified that they want to make Tir Einon a great place to visit and a great place to work. They have developed a 3-year plan to improve and develop the service and some of this includes environmental changes and some things about the way that they support the individuals.</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
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager		
	Does your service structure include roles of this type?	Yes	
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>		
	Filled and vacant posts		
	No. of staff in post	1	
	No. of posts vacant	0	
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>		
	Induction	0	
	Health & Safety	0	
	Equality, Diversity & Human Rights	0	
	Infection, prevention & control	0	
	Manual Handling	0	
	Safeguarding	1	
	Medicine management	0	
	Dementia	0	
	Positive Behaviour Management	1	
	Food Hygiene	0	
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	How to run a focus group, Advanced Autism, Fire awareness, Welsh language, Resilience in the work place, Time management, Winter Preparedness, A cute respiratory illness, Change management, Epil epsy, Trauma informed practice .	
	Contractual Arrangements		
	No. of permanent staff	1	
	No. of Fixed term contracted staff	0	
	No. of volunteers	0	
	No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.			
No. of full-time staff (35 hours or more per week)	1		
No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week)	0		

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	5
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Fire Safety, PBS, GDPR, Mental health in the workplace, Welsh language
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 -3 , 2-10. 9.30- 7.30. Average number of staff working on each shift is 1 senior
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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	14
Safeguarding	12
Medicine management	14
Dementia	0
Positive Behaviour Management	17
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Fire Safety, PBS, GDPR , Violence against women , Behavioural standards
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	2
<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.	7-3 2-10 9.30-7 Average shift is four support workers.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
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?	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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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.	Business support clerk
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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	West Wales Shared Lives Scheme
Service Telephone Number	01267 246890
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None currently

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	103
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Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	102 questionnaires were sent to active WWSL carers in March 2023. 18% questionnaires have been returned as of April 2023. A summary report of the feedback is compiled to understand what works well and what improvements are needed. Area Coordinators obtain feedback from shared Lives carers and individuals when they undertake reviews, there are sections within the review documentation to record feedback from individual's placed, social workers, Shared Lives Carers, ensuring a holistic response is documented. If the service receives concerns or issues, Team Leader or RI will make arrangements to visit the person to discuss further, to ensure people are given the opportunity to be heard and understand the matters which may be of concern to them. The service will respond and act accordingly to complaints and completion of MARF (multi agency referral form) Adult safeguarding. Carer Champion Groups were held across Carmarthenshire, Pembrokeshire, and Ceredigion.
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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	Objects of reference, photographs or pictures and or symbols

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Every Individual receiving support has a Personal Plan which focuses on strength-based practice, working to achieve outcomes, what's important to the person and what needs to be in place for them to achieve these. We have introduced a communication tool kit for officers to ensure meaningful conversations are held with individuals to provide opportunities to engage and develop their plans. The personal plan is reviewed in line with regulation 14 and we strive to improve the quality and consistency of the completion of this paperwork, and the need to continue to comply with the requirement to review quarterly.</p> <p>In addition to the regular engagement with Individuals who use the service that takes place to plan and deliver their support, annual surveys are undertaken with Shared Lives Carers, Individuals that use the service and their families to measure the levels of satisfaction with the service, and to invite ideas and comments that may help the service to develop and improve its provision. Surveys are sent out electronically and in hard copy to carers, and other professional colleagues, and easy read surveys are undertaken with individuals that use the service and/or their representatives.</p> <p>Engagement on a more localised level have been organised through Local Champion Group Meetings which have taken place across Carmarthenshire, Ceredigion, and Pembrokeshire. RI has visited SL carers and spoken to individuals in placements to obtain their views regarding the provision and support shared lives delivers, and what are the benefits and improvements we need to focus on. SL carers who attend independent panel meetings also have an opportunity to share what has gone well and not so well. People have access to interpreters and advocacy service 3 CIPA (3 county independent professional advocacy). People can self-refer, organisation referral or via a professional referral.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each person has a personal plan which identifies the support they require to maintain their health and wellbeing as independent as possible. Where other professionals are involved, information will be gathered from them and shared with carers, e.g., Moving and Handling etc. This is under continual review and appropriate professional advice is sought when needed.</p> <p>The competency and performance of staff and carers is key to delivering a high-quality service and outcomes for individuals. We consider the application, assessment, and approval processes of SL carers an essential and important quality standards mechanism, that we use to ensure the fitness of SL carers to meet the needs of Individuals.</p> <p>The ongoing training and professional development of carers is integral to high quality provision, carers are encouraged to commit to training to ensure they can support individuals to achieve what is important to them and have the skills to do so. All new SL carers are expected to complete the AWIF training, Medication and bespoke training is provided for individuals who have additional specialist needs, e.g., Moving and Handling, Mental Health first aid etc. The annual carer reviews provide opportunity to discuss how the carer is meeting the wellbeing needs of individuals and any future training needs in this area. A training matrix is held centrally to ensure training is being undertaken and identify any areas for development.</p> <p>We ensure that the SL Carer has the skills and abilities to meet the needs, requirements, and aspirations of the prospective individual using a comprehensive and transparent matching procedure. This is pivotal to a successful placement arrangement. Conversations with the Individual when completing their Personal Plan, together with their SSWBA, provides an all-round view of what matters to the person and the outcomes they want to achieve. The Scheme will then look at the available carers and allocate a potential match. Introductions and visits with the potential carer and the Individual are key to a successful arrangement.</p> <p>We ensure that the information upon which any matching decision is made is current, complete, and relevant. Shared Lives will support the prospective Individual, the SL carer, and Case Manager to participate fully in any matching decision via introductory meetings and providing information in accessible formats.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Shared Lives Scheme follows the Wales Safeguarding procedures and Scheme staff have been provided with the shortcut for their desktops and Safeguarding App. Scheme Staff and carers complete the mandatory safeguarding training which is refreshed every two years.</p> <p>At the point of application and annually thereafter, a Health and Safety checklist is completed to ensure environment is safe, a pet questionnaire is completed if there are pets present. Problems identified are resolved by appropriate actions which may include the completion of specific risk assessments.</p> <p>We undertake four monitoring and support visits and one unannounced visit which allows us to assess the environment, observe interactions between carers and those supported, provide an opportunity for us to make sure everyone is happy and give an opportunity for everyone to raise any concerns they may have.</p> <p>We review personal plans with the individual every three months where we can make sure they are happy and give them an opportunity to raise any concerns.</p> <p>The Shared Lives Scheme is compliant with Social Care Wales and the National DBS policy with all staff working in the Scheme and carers working with the Scheme having a valid DBS. Compliance for staff is monitored via Human resources. Carer's compliance is monitored by the allocated worker via the monitoring and support paperwork and annual carer review. All carers are expected to sign up to the DBS update service and this is checked by the allocated worker. Under Regulation 41 of Parts 2 to 16 of the Adult Placement Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 the Scheme will notify the Regulator of any events listed in Schedule 3. Any notifications are reviewed by the RI to identify any themes and that appropriate actions have been taken.</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) 14

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 0

No. of posts vacant 1

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

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

Induction 0

Health & Safety 0

Equality, Diversity & Human Rights 0

Manual Handling 0

Safeguarding 0

Dementia 0

Positive Behaviour Management 0

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Contractual Arrangements

No. of permanent staff 0

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

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

Staff Qualifications

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	My View (HR Training) Focus Group Training Introduction to Microsoft Teams.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	6
Manual Handling	0
Safeguarding	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 Leadership & Management Data protection -Welsh language awareness -Whistleblowing -Behavioural Standards in the workplace. Identifying Needs /accessing activities Focus Group Training Advocacy Transgender Awareness Appraisal/Candid conversations
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	<p>Shared Lives Support Officer- To contribute to the ongoing approval of Shared Lives Carers and their subsequent review, support, and monitoring.</p> <p>Business Support Officer-To ensure the WWSL team are provided with the business support that they require in order that services can be delivered in accordance with strategic aims.</p> <p>Administrative Assistant-To undertake a range of administrative and clerical duties within the Shared Lives service</p>
Filled and vacant posts	
No. of staff in post	7
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	7
Manual Handling	0
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Sign-a-long</p> <p>Welsh Language Awareness</p> <p>GDPR</p> <p>Mental health in the workplace</p> <p>Behavioural standards in the workplace</p>
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	7

Service Profile

Service Details

Name of Service	Y Bwthyn
Service Telephone Number	01554758911
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	73
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.60
The maximum weekly fee payable during the last financial year?	990.85
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	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible individual Visits. Residents quality assurance questionnaires Residents Meeting Newsletter Social worker reviews Care Plan Reviews 1 to 1 meetings information pack

Service Environment

How many bedrooms at the service are single rooms?	32
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?	7
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	<p>There is a large enclosed landscaped garden to the rear of the Home with raised beds displaying seasonal and hardy flowers, shrubs, herbs, and vegetables at various times of the year. There are many seated areas in sunny and shaded spots with a gazebo, garden furniture and solar water feature available for Residents and Visitors to enjoy in fine weather. All of the pathways have level access and are suitable for wheelchair use. The remaining surrounding area is made of grassed banks lined with trees and shrubs. Residents are encouraged to get involved with the gardening and helping to fill the numerous pots and hanging baskets. Car Parking facilities are available at the front of the Home providing spaces for Staff, Visitors and Emergency Vehicles.</p>
Provide details of any other facilities to which the residents have access	<p>There are 4 lounge areas, open planned alongside the dining areas on each Unit.</p> <p>On the ground floor we also have a Cottage Garden Tea Room, this facility opens out onto the enclosed garden and is used as a Visitors Room for family time with friends and relatives.</p> <p>On the first floor there is a Television and Multi-Purpose Room used for Arts & Crafts, Library etc. There is also a designated Smoking Room for Residents use.</p> <p>In the attached Day Centre there is a large lounge that is also utilised by the Care Home for bigger entertainment and concert events.</p> <p>An Orangery has recently been added to the front of the building and is being used as a visitors room or as a quiet room.</p> <p>The furniture layout in all of these areas are designed to support engagement and interaction between Residents.</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the person's strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>77% of people who completed a survey in Y Bwthyn stated they felt their rights and choices were respected; 77 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 100% of people who completed a survey strongly agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 100% of people who live at Y Bwthyn state d they felt safe.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> 92% of the people were happy with the meals. 92% of the people would recommend this care home to a family or friends. 92% of the people felt they are involved in decisions around their care and support. 92% of the people strongly agreed that where they live is clean. <p>The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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)

35

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>MEDICINES AUDIT & INCIDENTS MANAGEMENT</p> <p>ATTENDANCE MANAGEMENT</p> <p>SAFEGUARDING GROUP A AND B ADULTS</p> <p>COMPLAINTS TRAINING STAGE 1</p> <p>SAFE HANDLING OF MEDICINES</p> <p>MENTAL HEALTH IN THE WORKPLACE (E-Learning)</p> <p>BEHAVIOURAL STANDARDS IN THE WORKPLACE (E-Learning)</p> <p>WELSH LANGUAGE AWARENESS</p> <p>DATA PROTECTION (GDPR)</p> <p>WHISTLEBLOWING PROTECTED DISCLOSURE</p> <p>COMPLAINTS</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SAFEGUARDING GROUP B CMBI CONTINENCE CARE ORAL CARE WELL BEING TRAINING BUDGET MONITORING PREMESIS RESPONSIBLE PERSONS WORKSHOP INFECTION PREVENTION AND CONTROL DBS DEMENTIA AWARENESS MANUAL HANDLING UPDATE ENERGY SYSTEMS TRAINING MEDICATION FOUNDATION TRAINING WITH PHAR MACIST MOOC DEMENTIA WELL BEING TRAINING ADMISSIONS TRAINING MARIE CURIE PALLIATIVE END OF LIFE BREAD AND BUTTER DEMENTIA WELLBEING INSULIN CONTROL TRAINING GWEN AM BYTH OPUS MRDICINE AUDIT DIABETIC TRAINING MANAGING STRESS IN THE WORKPLACE
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	1
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SAFEGUARDING GROUP A & B INFECTION PREVENTION 1 - AN INTRODUCTION SAFE HANDLING OF MEDICINES ORAL HYGIENE AWARENESS RISK ASSESSMENT TRAINING SYSTEM TRAINING
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	11
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	5
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	5
Safeguarding	10
Medicine management	8
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ORAL HYGIENE AWARENESS RISK ASSESSMENT TRAINING SYSTEM TRAINING

Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	11
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.	8am -2:30pm = 7 staff 2:30pm -9pm = 7 staff 9pm -8am =4 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	20
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	18
Equality, Diversity & Human Rights	10
Infection, prevention & control	4
Manual Handling	10
Safeguarding	19
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene Continence First Aid
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	20
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.	8am -2:30pm = 7 staff 2:30pm -9pm = 7 staff 9pm -8am =4 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	3
Manual Handling	1
Safeguarding	3
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF 2
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	2
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
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.	<p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents.</p> <p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p>
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Service Profile

Service Details

Name of Service	Y Plas Residential Care Home
Service Telephone Number	01554751359
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	41
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.60
The maximum weekly fee payable during the last financial year?	840.60
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	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents Meetings, QA questionnaires, Newsletter, Social worker reviews, Care Plan reviews, one to one discussions. Service User Guide, complaints process, Advocacy information.

Service Environment

How many bedrooms at the service are single rooms?	30
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?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Covered seating area at the front of the home. Raised beds and planters make the area more attractive. All external areas of the Home are designed for wheelchair access. Seating, walking area at the rear of the home with views over the village. Car Parking facilities are available at the front of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
Provide details of any other facilities to which the residents have access	The home has access to a Hairdresser and Chiropodist service. The home has a variety of rooms that individuals can access for example Gardening room, Activity lounge, Café and tearoom. External Clothing companies also visit during the year.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>77% of people who completed a survey in Y Plas stated they felt their rights and choices were respected; 83 % knew who to contact if they needed to discuss anything about their care. 95% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</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>Carmarthenshire County Council's in-house service works in an integrated way with other Health and Social Care professionals is responsive to the changing needs of people who use the service. 89% of people who completed a survey strongly agreed/agreed that they were supported to meet their social needs.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to the health and/or wellbeing of the person is/are highlighted and acted upon at the earliest opportunity.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service. 89% of people who live at Y Plas stated they felt safe.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the individual to ensure their personal outcomes are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <p>78% of the people were happy with the meals.</p> <p>90% of the people would recommend this care home to a family or friends.</p> <p>78% of the people felt they are involved in decisions around their care and support.</p> <p>100% of the people strongly agreed/agree that where they live is clean.</p> <p>The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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)

5

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	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BEHAVIOURAL STANDARDS IN THE WORKPLACE (E-Learning) WELSH LANGUAGE AWARENESS DATA PROTECTION (GDPR) WHISTLEBLOWING PROTECTED DISCLOSURE COMPLAINTS MEDICINES AUDIT & INCIDENTS MANAGEMENT ATTENDANCE MANAGEMENT SAFEGUARDING GROUP A AND B ADULTS COMPLAINTS TRAINING STAGE 1 SAFE HANDLING OF MEDICINES MENTAL HEALTH IN THE WORKPLACE (E-Learning)
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	3
Safeguarding	5
Medicine management	5
Dementia	1
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SAFEGUARDING GROUP A INFECTION PREVENTION 1 - AN INTRODUCTION SAFE HANDLING OF MEDICINES ORAL HYGIENE AWARENESS RISK ASSESSMENT TRAINING SYSTEM TRAINING
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5

No. of staff working towards the required/recommended qualification	0
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Nursing care staff	
Does your service structure include roles of this type?	No

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	1
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ORAL HYGIENE AWARENESS SYSTEM TRAINING

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-3pm =6 staff 3pm-9pm =4 staff 9pm-7am = 3 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	5
Safeguarding	16
Medicine management	5
Dementia	5
Positive Behaviour Management	6
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene IPC
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	1
<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.	7am-3pm = 6 staff 3pm -9pm = 4 staff 9pm -7am =3 staff
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	2
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	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	1
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3

No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	5
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.	<p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents.</p> <p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p>
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
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